Certify User Guide
CREATING & SUBMITTING 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.*

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CREATING & SUBMITTING EXPENSE REPORTS

All users in Certify have the ability to create and submit their own expense reports. The Creating & Submitting Reports guide will review how to:

Login

Customize your account

Submit receipts to Certify

Submit expenses to Certify

Create your expense report

Review and edit your expense report

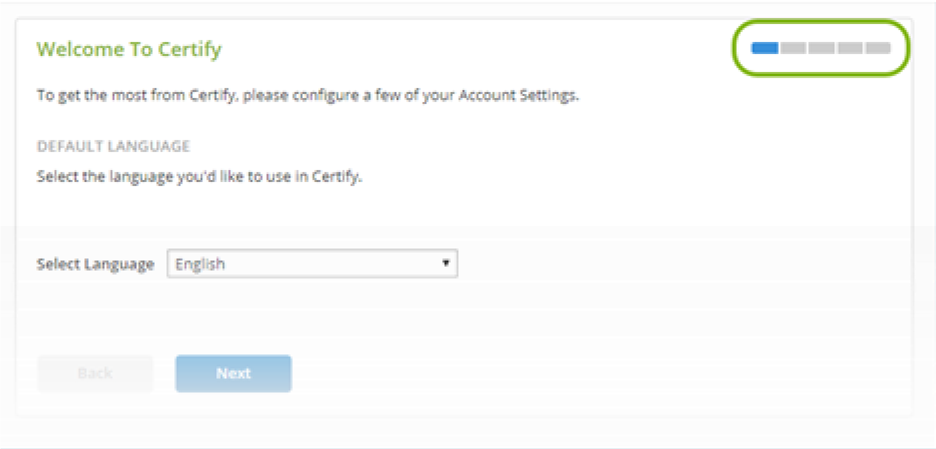
Submit your expense report for approval

Logging in and Getting Started

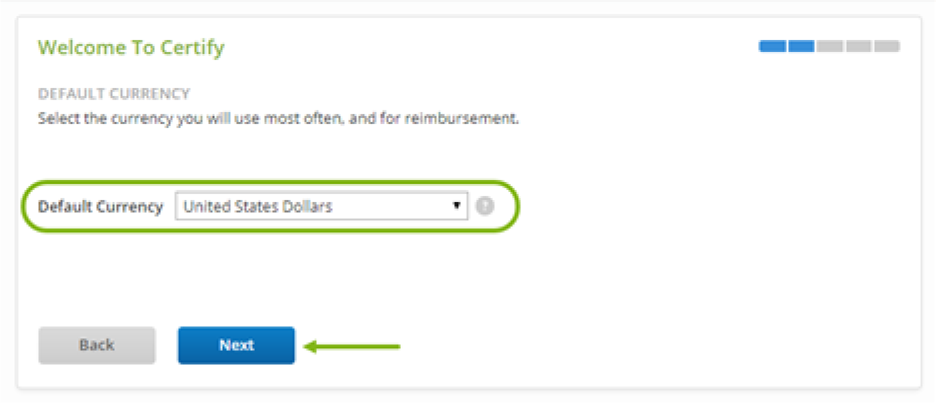
New User Setup Wizard

The first time you log into your Certify account, you will be prompted to complete the **New User Setup Wizard**. This article shows you how to navigate through the **New User Setup Wizard** to complete the setup of your Certify Account.

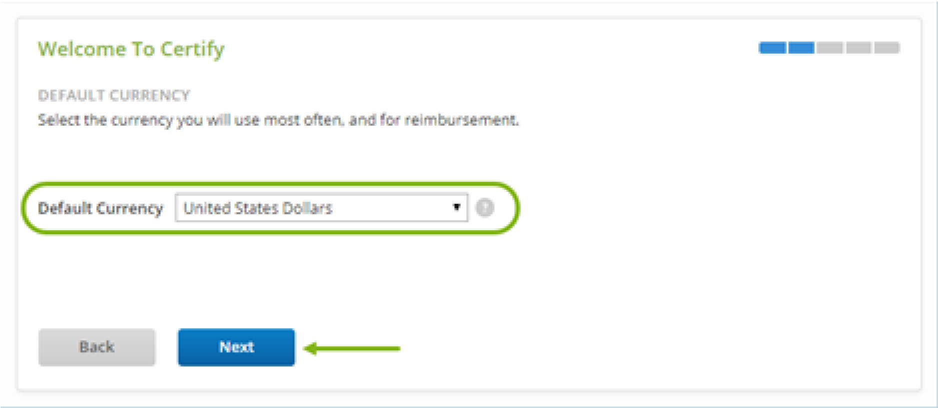
As a new user to Certify, the **Welcome to Certify** page displays and you are prompted to personalize your account settings. The **Progress Bar** in the upper right-hand corner will detail your setup progress.



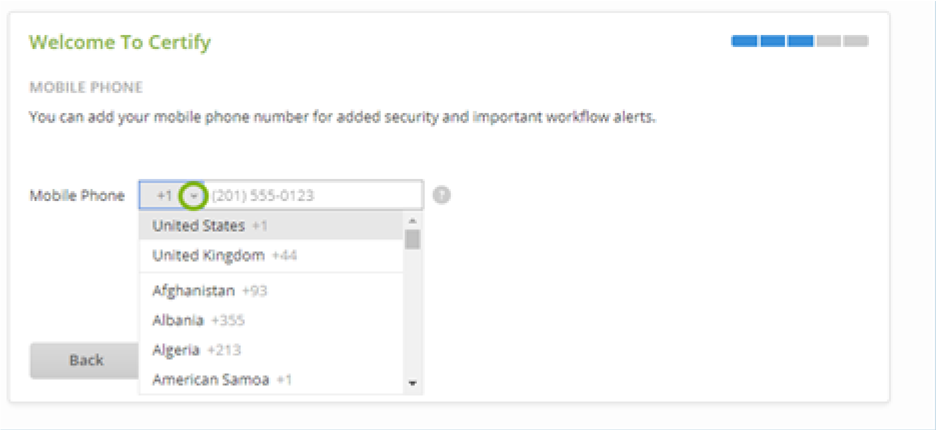
Step 1: If your company uses Certify's Multiple Languages feature, the **DEFAULT LANGUAGE** section appears. Click the arrow next to the **Select Language** field to open a drop-down menu and choose a language to use in your Certify account. Click **Next.**



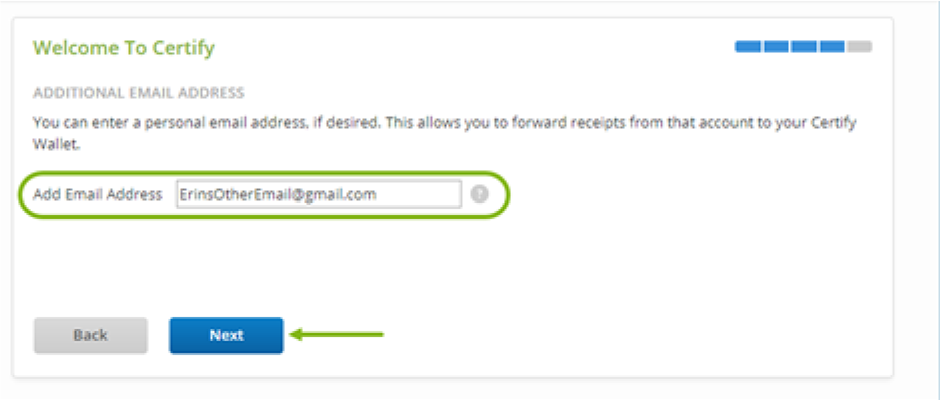
Step 2: Select your **Default Currency** from the drop-down menu provided. Click **Next.**



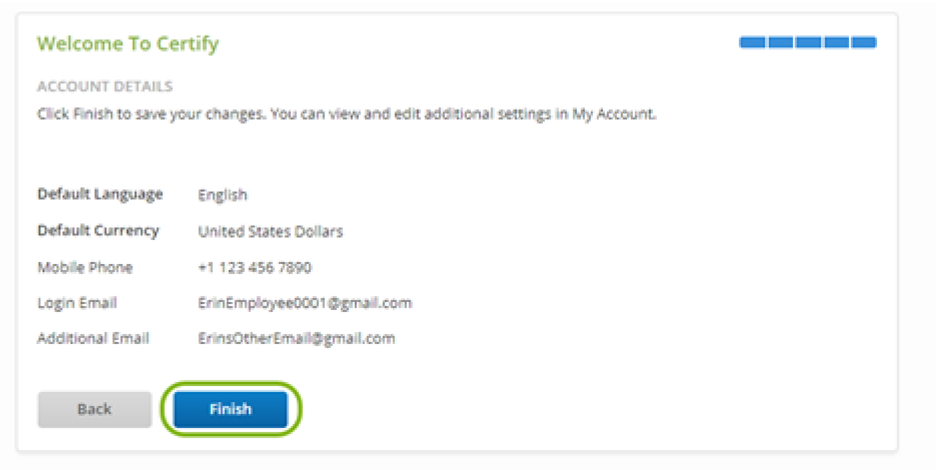
Step 3: On the next page, enter your **Mobile Phone** number (optional). Select your country code from the drop-down menu provided, and enter the remaining numbers in the field provided. Click **Next**.



Step 4: The **ADDITIONAL EMAIL ADDRESS** page displays. If needed, use the **Add Email Address** field to set a secondary email address. This address can be used to email receipts to your **My Certify Wallet.** Click **Next**.

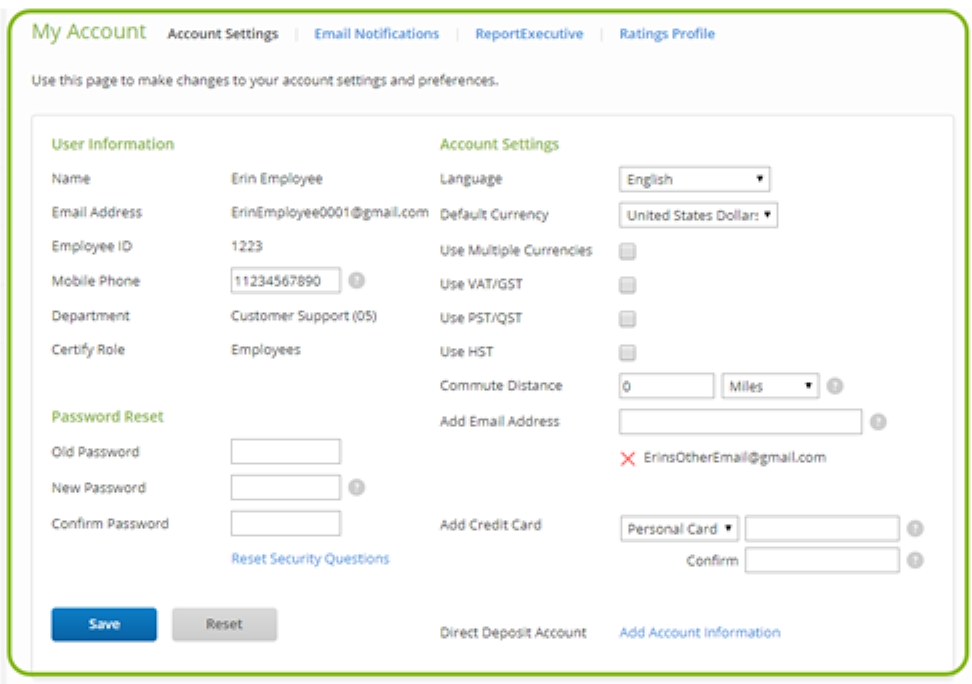


Step 5: From the **ACCOUNT DETAILS** section, confirm your account information is correct. To make changes, click **Back**. If the information listed is correct, click **Finish**.



You can make changes to your account at any time click **Account Settings** under your name on your Certify account homepage.

Please Note: Some changes require your Certify Administrator.

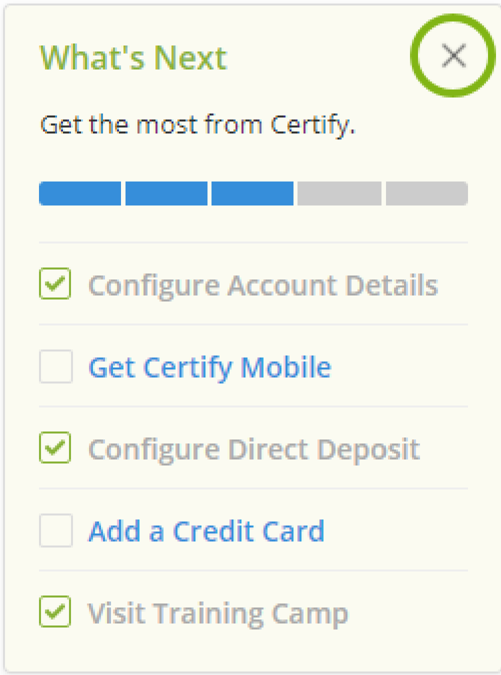


After completing the **New User Setup Wizard**, the **What's Next** panel appears on your Certify homepage for five consecutive logins. Only extra features selected by your company will be available within the panel.

- **Get Certify Mobile** takes you to the Add Receipts and Expenses Screen for instructions on how to download the Certify Mobile app.
- **Configure Direct Deposit** (if available) brings you to your My Account page to enter your bank account details.
- **Add a Credit Card** (if available) brings you to your My Account page to enter your credit card number(s), for credit cards selected by your company.

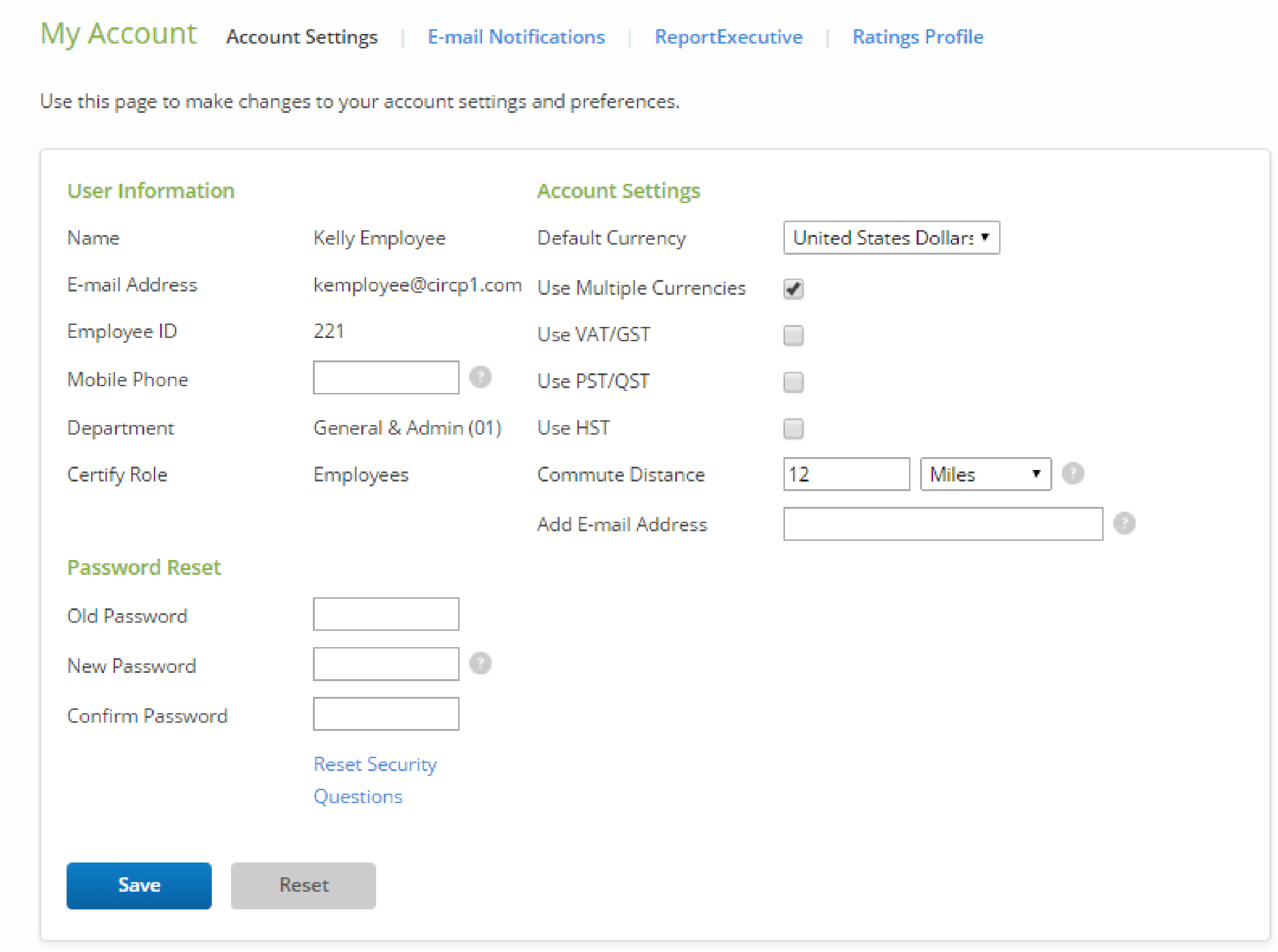
- **Visit Training Camp** takes you to the Certify Support Help Center to register for live trainings, view tutorial videos, and browse help articles.

You can close What's Next at any time by clicking the X in the upper right corner.



My Account Details

Your **My Account** page in Certify contains account information specific to you. While using Certify, there may be times when you need to update your information. You might switch departments, change your Certify email address, or your approval workflow may be changed. This information is managed internally by your **Certify Administrator**.

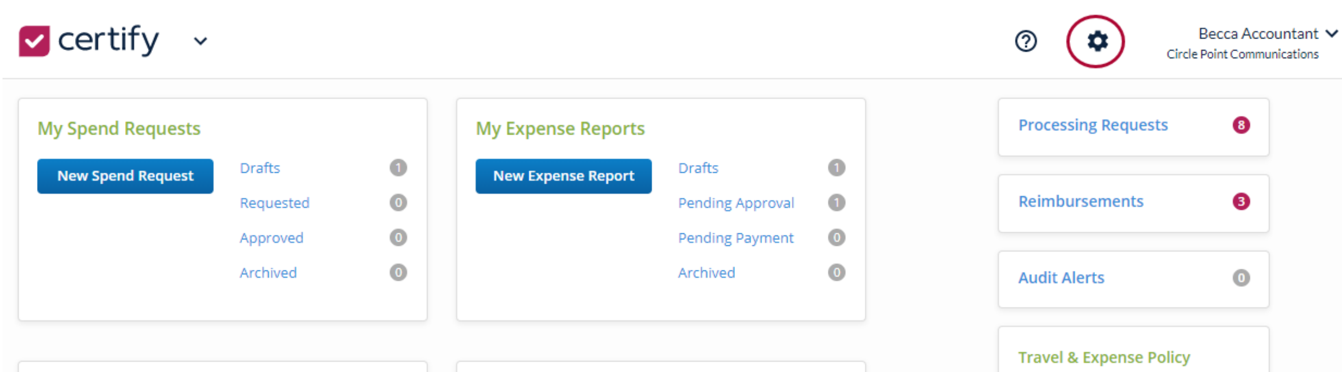


The following items will require you to contact your internal Certify Administrator to request a change:

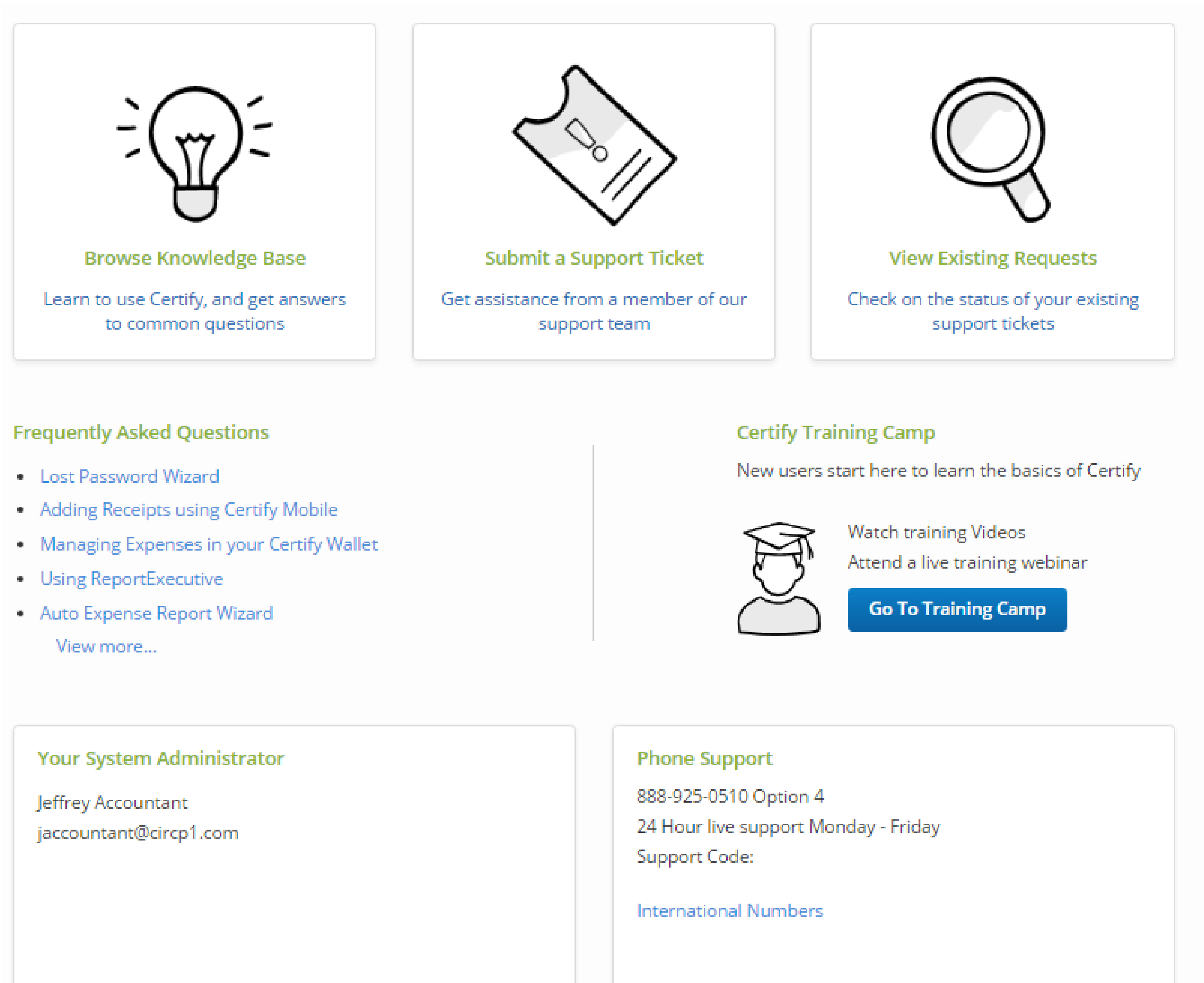
- Change your **Name** as it appears in Certify
- Update your **Email Address** (which doubles as your username)
- Change your **Department**
- Change your **Role** within Certify (**Employee, Manager, Executive, or Accountant)**
- Change your **Approver** or **Accountant**

Contact information for your internal Certify Administrator is located on your Certify **Support** page.

Step 1: From your Certify homepage, click the **question mark** icon.



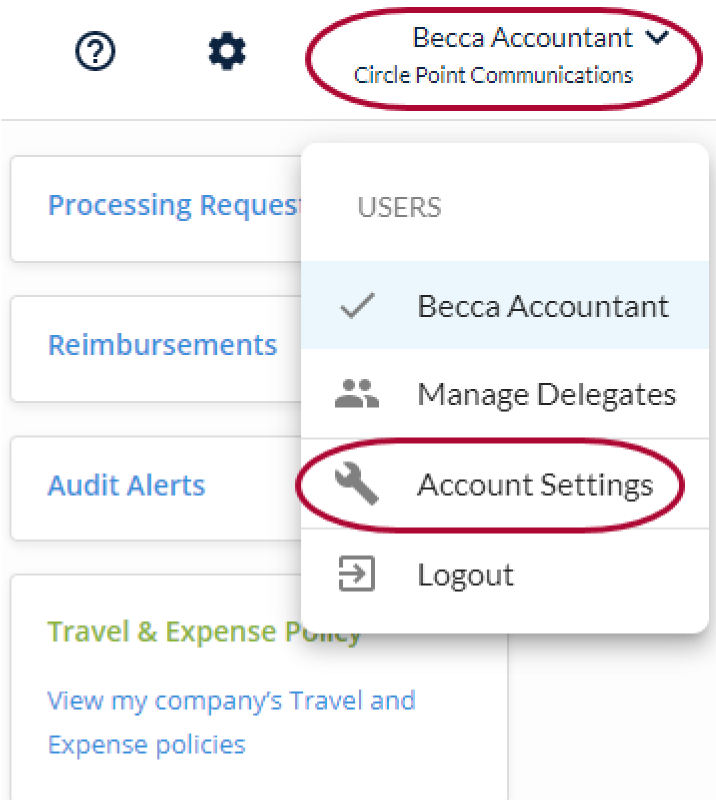
Step 2: In the lower left corner of the **Support** page, you will find a list of your internal **Certify Administrators.**



Configuring Special Taxes

Certify can automatically calculate and report amounts for the different types of tax rates applied to expenses when traveling outside of the United States. Examples include the VAT taxes used in Europe, and the various PST/QST/HST taxes applied in Canada. This article shows you how to configure special tax percentage rates in your Certify account.

Step 1: On your account homepage, click your name then click **Account Settings**. On the **Account Settings** tab, click the **Use Multiple Currencies** checkbox as needed, then click the checkbox for each tax type you want to report.

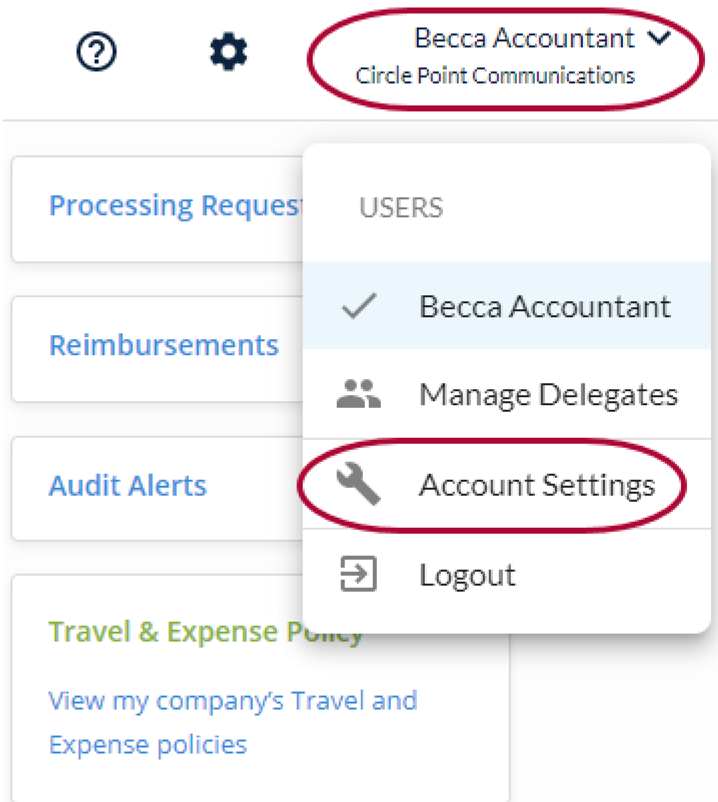


Step 2: After you have saved the tax types in **Step 1**, the **Account Settings** tab will display percentage fields next to the selected tax types. Enter the percentage rate for each tax type and click **Save**.

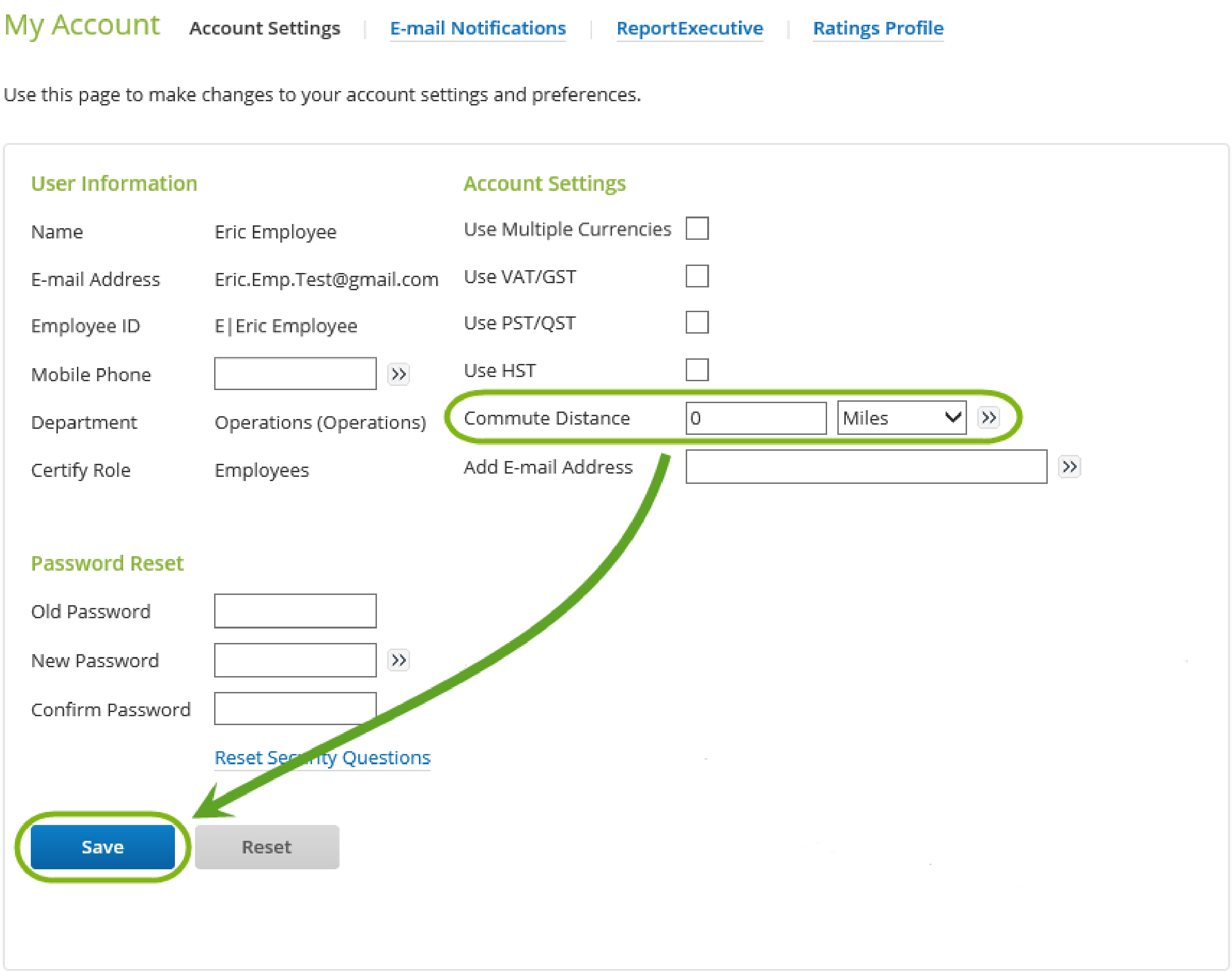
Personal Commute Mileage

Some companies may require that you subtract your regular commute distance from your business mileage expenses. This article shows you how add your commuter miles in your Certify account to be automatically subtracted from your mileage expense.

Step 1: On your account homepage, select **Account Settings** under your name.



Step 2: On the **Account Settings** tab, enter your Commute Distance. Click **Save** to complete the commuter miles configuration process.

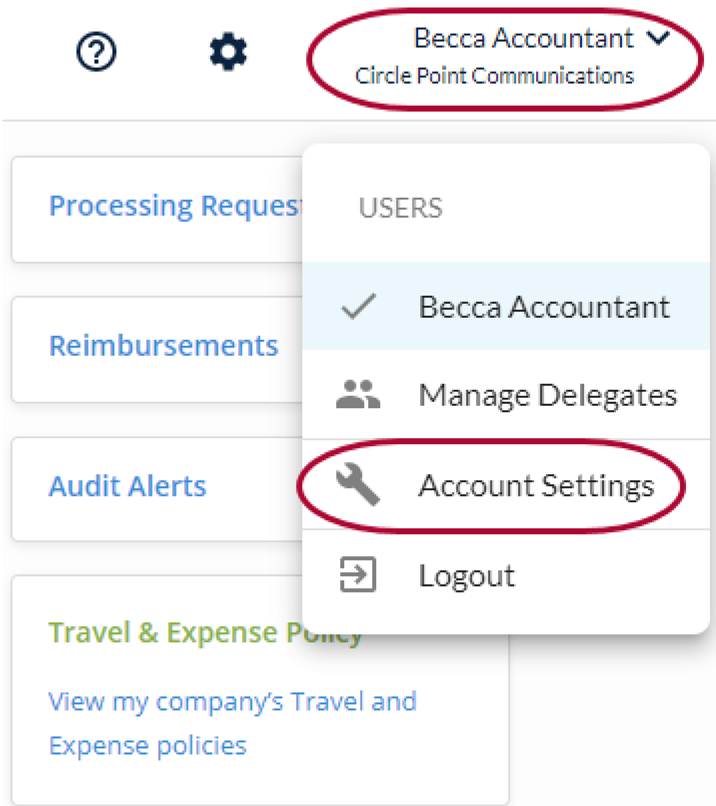


For instructions on how to create a mileage expense, please view our Knowledge Base Article: Creating a Mileage Expense.

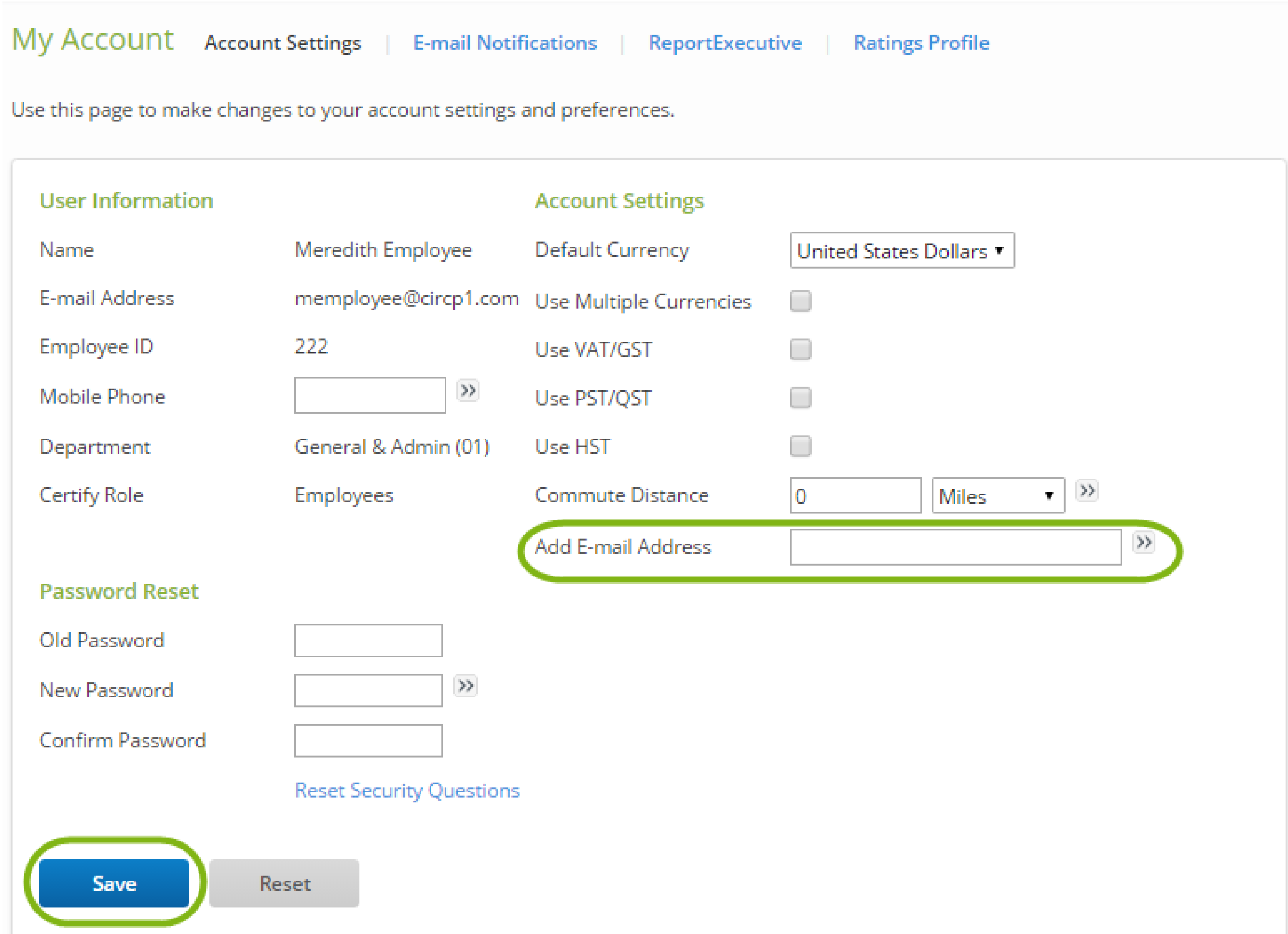
Additional Email Addresses in your Certify Account

Certify offers a method for users to email receipt images to their Certify Wallets. These emails must come from your Certify username email address. In order to receive email receipts from other email addresses, you must first add the additional email address on your **My Account** page. This article shows you how to enter an additional email address in your Certify account so you can email receipts to your Certify Wallet.

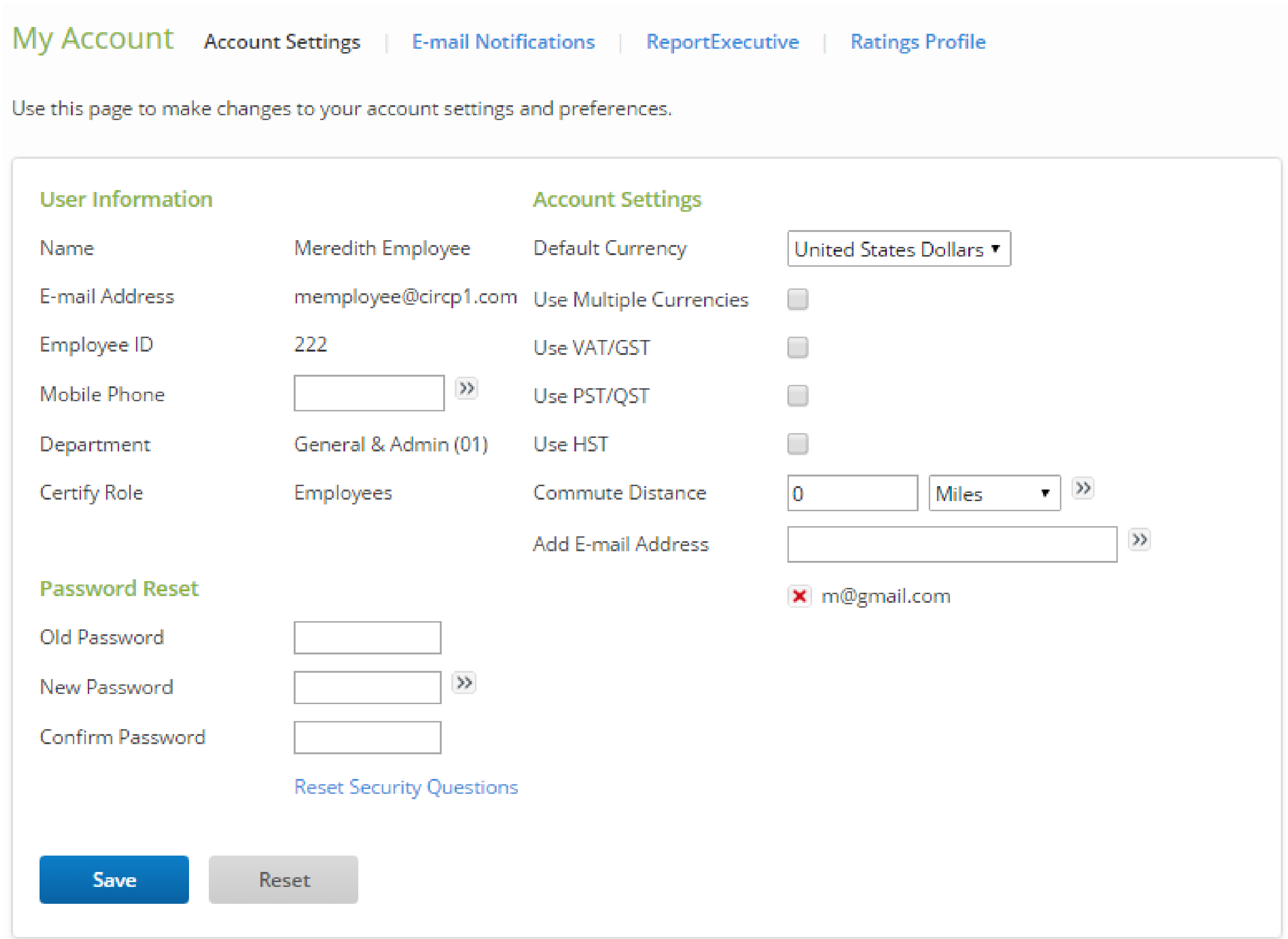
Step 1: On your account homepage, select **Account Settings** under your name.



Step 2: Enter your email address in the **Add Email Address** field.



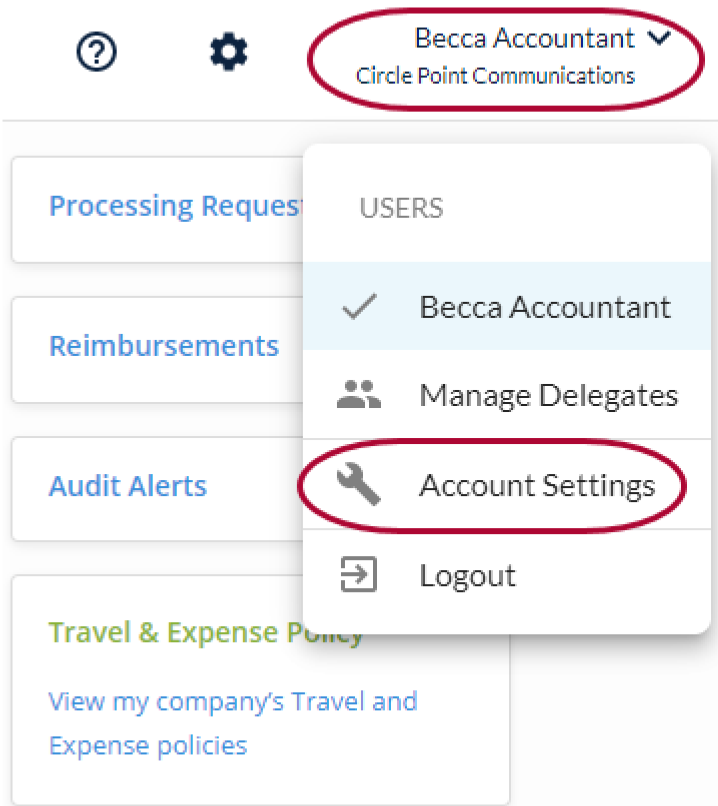
Step 3: Click **Save**. The additional email address will now appear underneath the **Add Email Address** field.



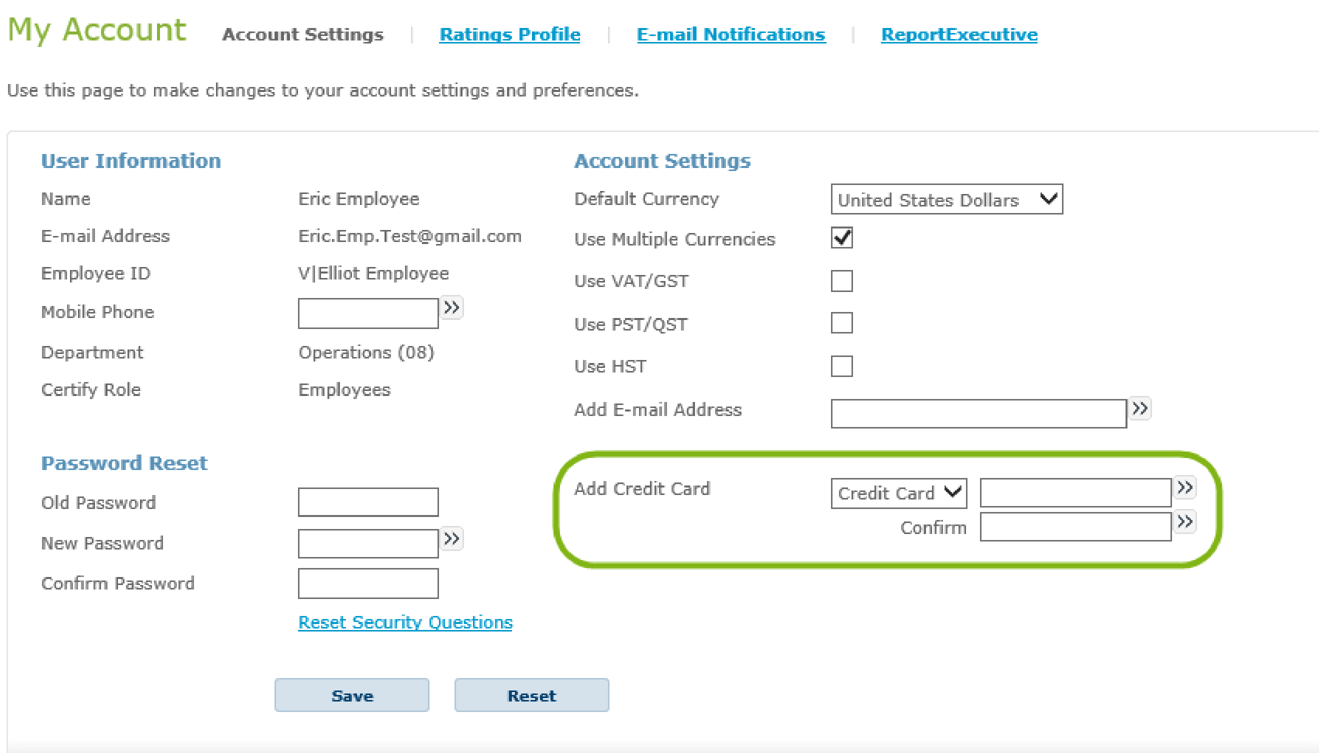
Credit Card – Adding to My Account

Certify offers a credit card integration feature that automatically imports business expenses into your Certify Wallet for inclusion in your expense reports. This article shows you how to set up the credit card integration feature for your account.

Step 1: On your account homepage, click **Account Settings** under your name.

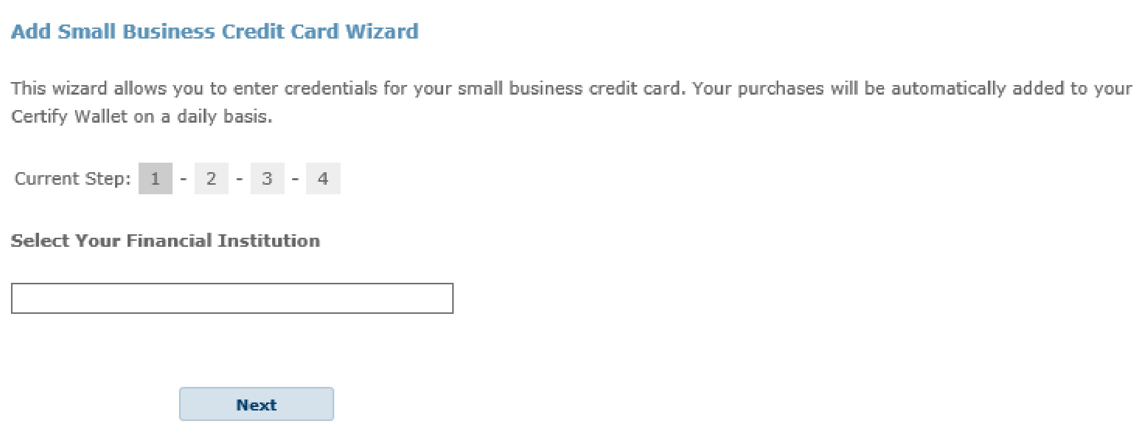


Step 2: On the **Account Settings** tab, next to **Add Credit Card**, select a card type from the dropdown menu, and enter your credit card number in the field provided. Click **Save** to continue.

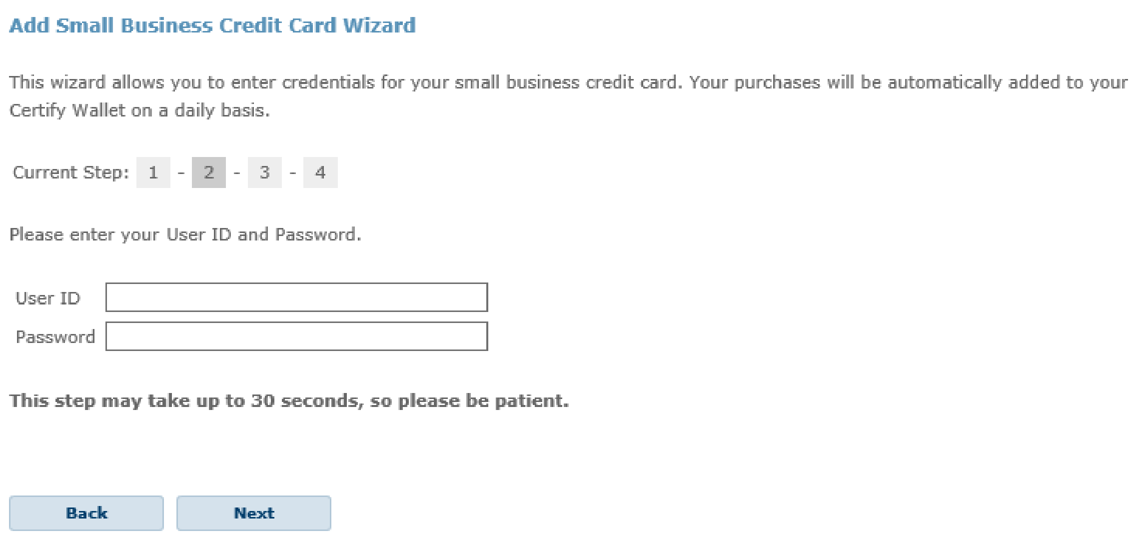


Please Note: *If you are using a corporate card provided by your organization, you have completed all of the steps for adding a credit card to your Certify account. If you are using a small business credit card, continue on to Step 3 below.*

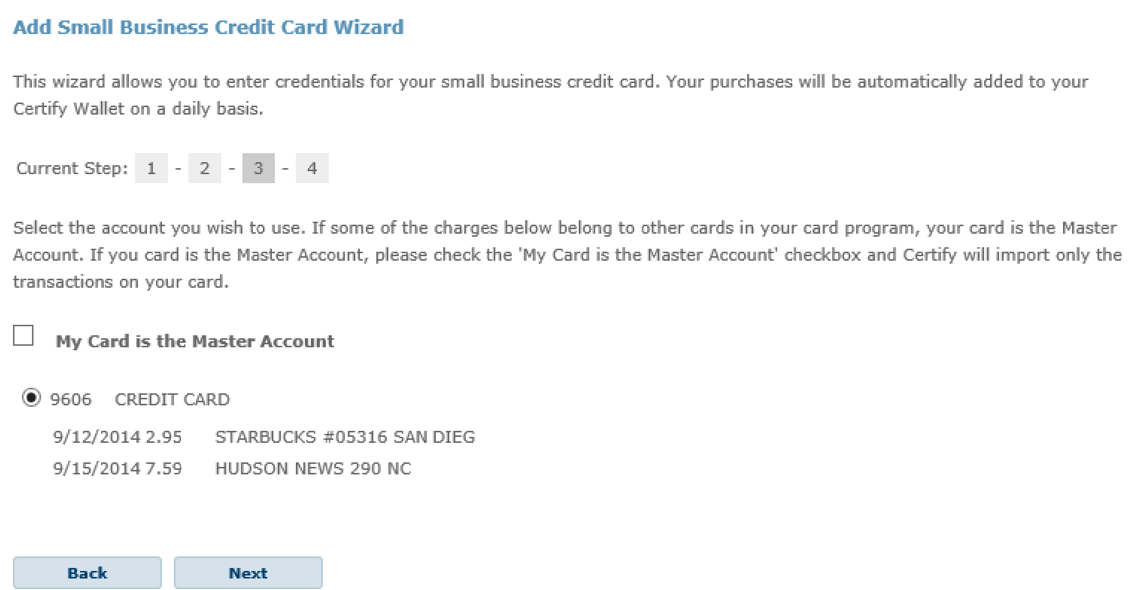
Step 3: After you click **Save**, the **Add Small Business Credit Card Wizard** will be invoked. On the next page, search for and select the financial institution associated with your credit card. Click **Next** to continue.



Step 4: On the next page, enter the username and password you use for the financial institution you selected.



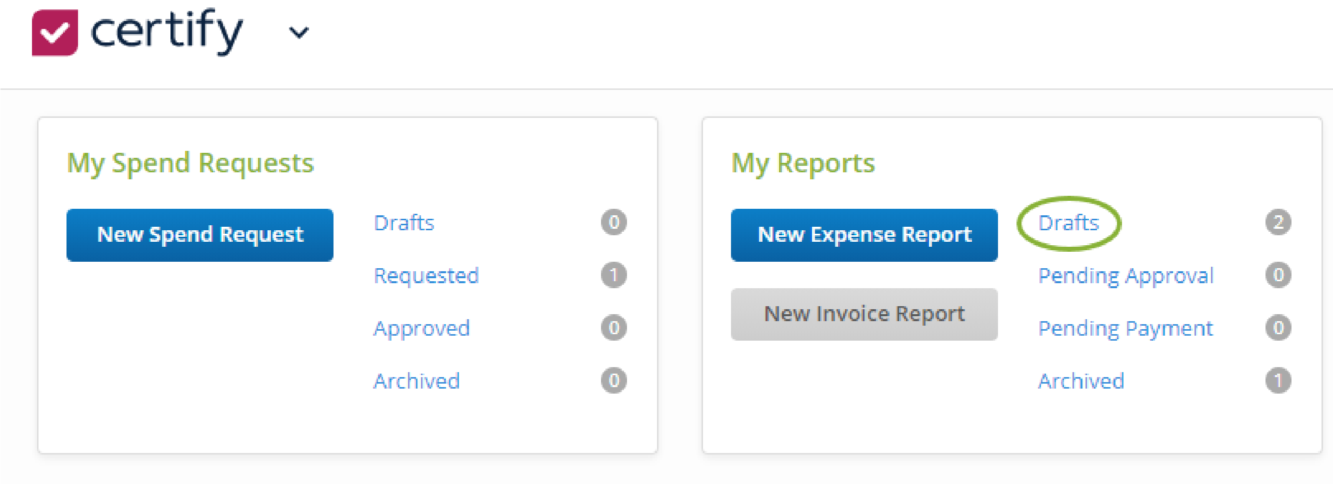
Step 5: On the last page, you will see the most recent credit card transactions for your credit card. If you have more than one account with the selected financial institution, you will need to select the correct credit card by reviewing the most recent transactions listed. Only select **My Card is the Master Account** if you can see other cardholder's transactions when viewing your online statement. Click **Next** to complete the credit card addition process.



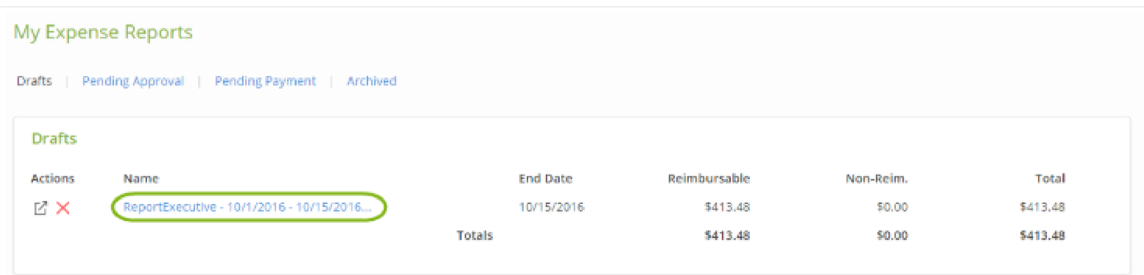
Reporting NPI for Expenses and Invoices

Certify integrates with the US National Provider Identifier (NPI) database, helping companies comply with healthcare reform acts and associated legislation. This feature allows companies to properly track and report expenses and invoices relating to physician relations and marketing efforts for other licensed health care professionals. This article show you how to report NPI expenses in Certify.

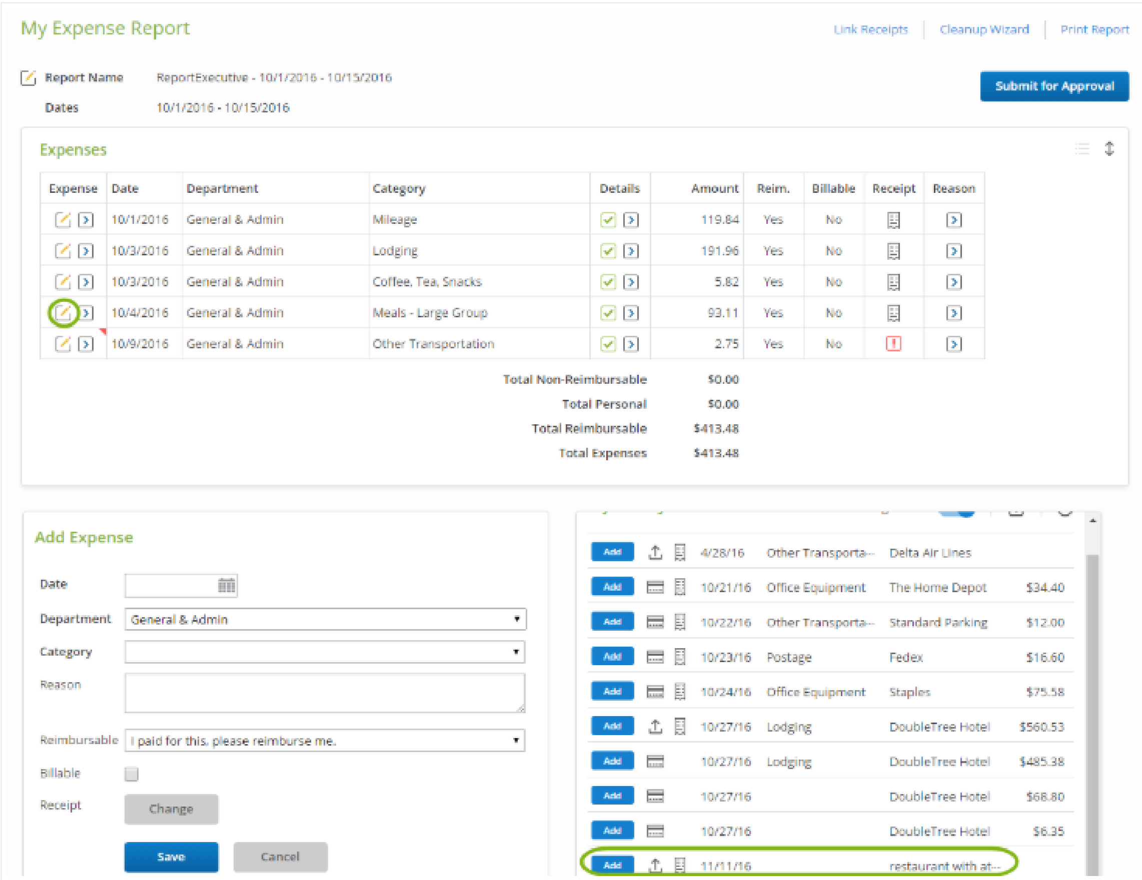
Step 1: On your account homepage, create a new expense report of open an existing **Draft** report.



Step 2: Select the **Name** of the expense report you want to open.

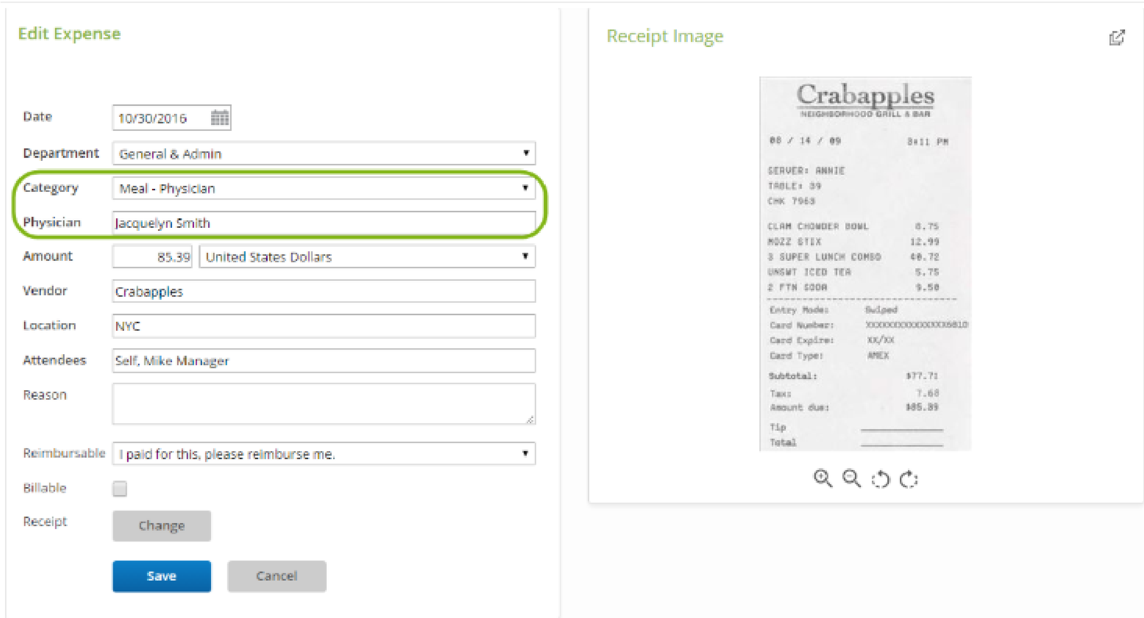


Step 3: Open an existing expense by clicking the **Edit** icon next to the expense line. Create a new expense by selecting **Add** from **My Certify Wallet** or use the **Add Expense** box.



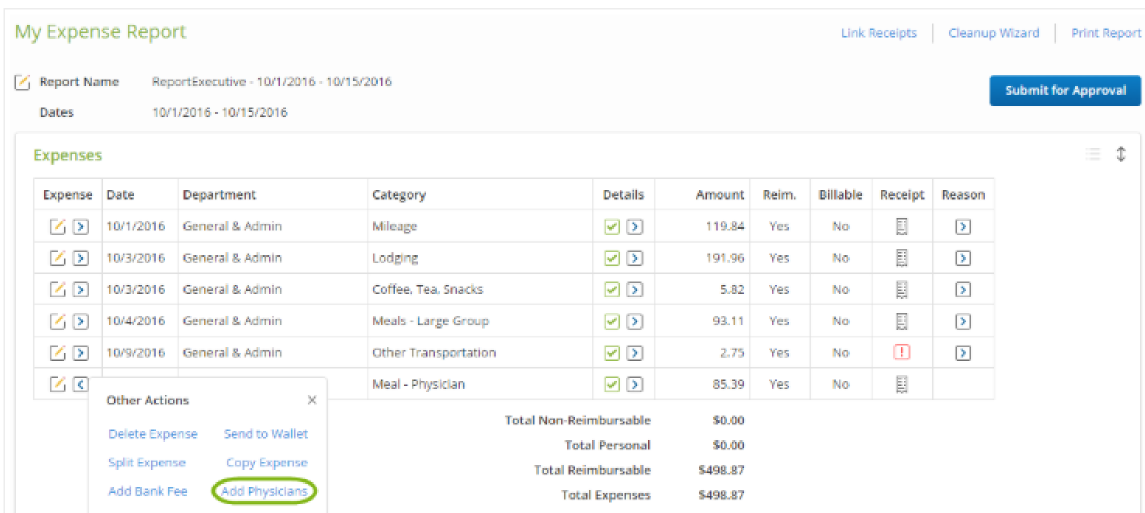
Step 4: Next, complete the bold fields.

- Select the appropriate NPI expense **Category** from the dropdown menu.
- Search for the physician by name, location, or NPI number. Click **Find** and select the appropriate physician from the list provided. Additional physicians can be added in **Step 5**.
- In the **Attendees** field, enter all **non-physician** attendees. Click **Save**.

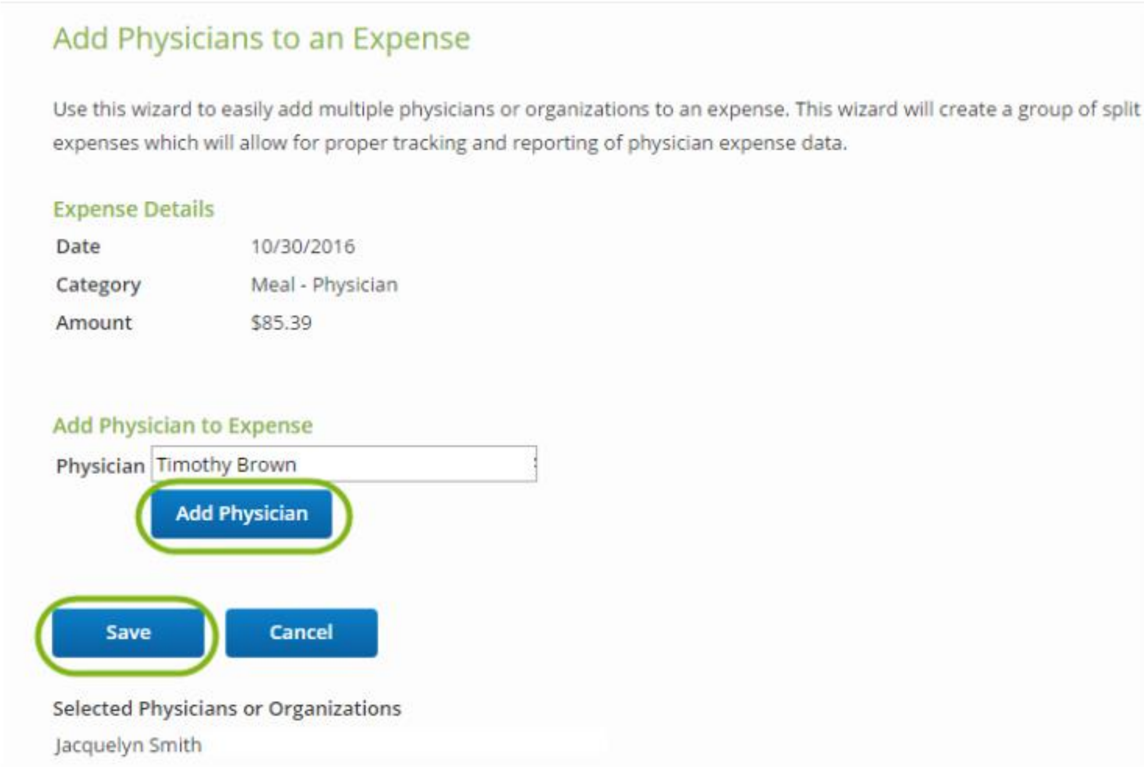


Please Note: *This functionality works the same as when using NPI detail options for* ***Certify Invoice****.*

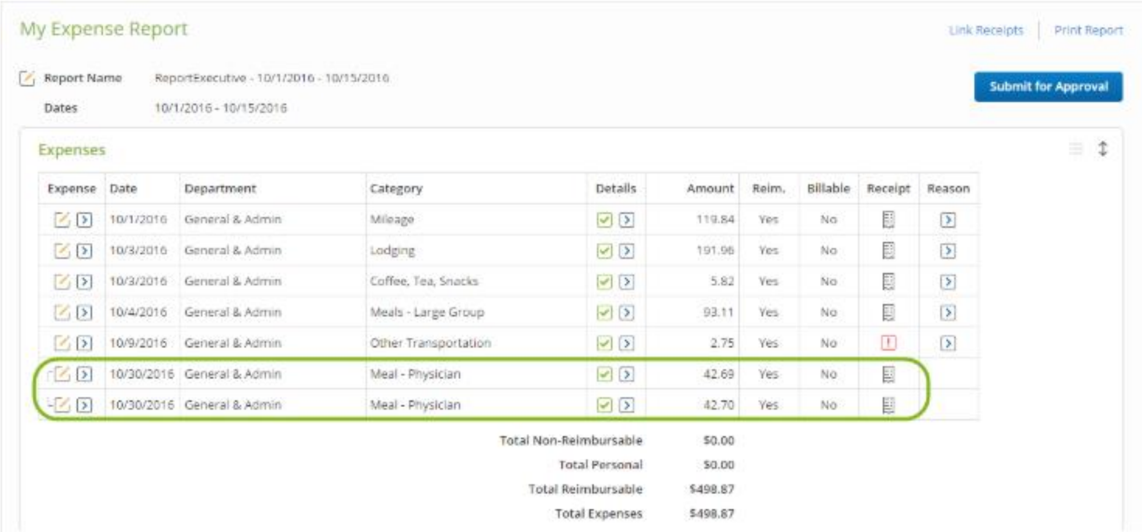
Step 5: Enter additional physicians by opening the **Other Actions** menu and selecting **Add Physicians**.



Step 6: Search for and select an additional physician by name, location, or NPI number. Click **Add Physician**. Add multiple physicians as needed. When finished, click **Save**.



Step 7: Additional physicians will be saved as a split expense. The total is automatically calculated for you and is split evenly between the total number of physicians and non-physician attendees.

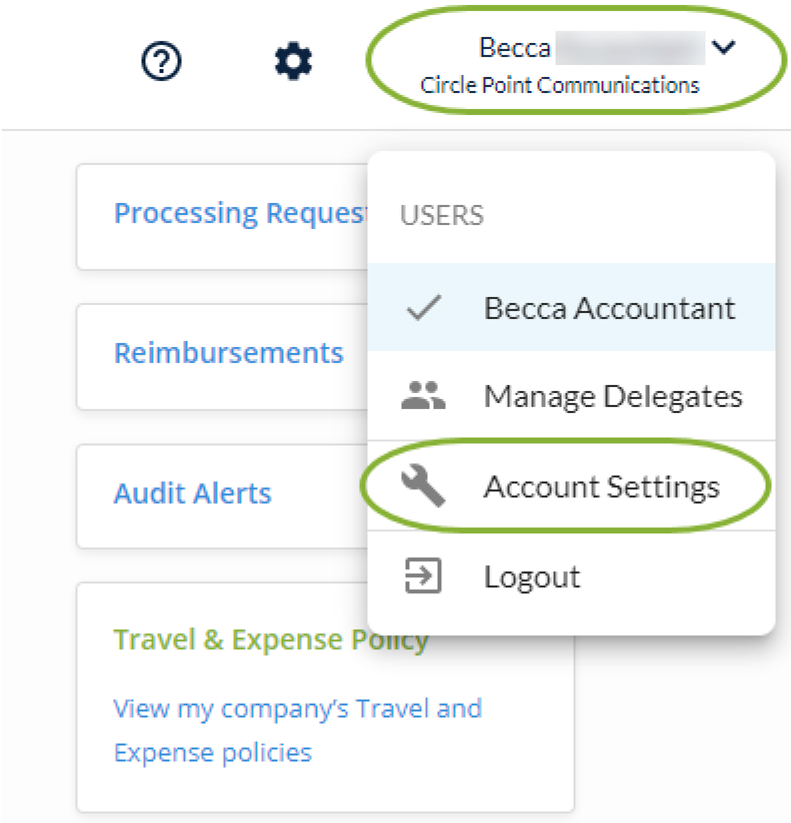


Direct Deposit for Domestic ACH – Adding to My Account

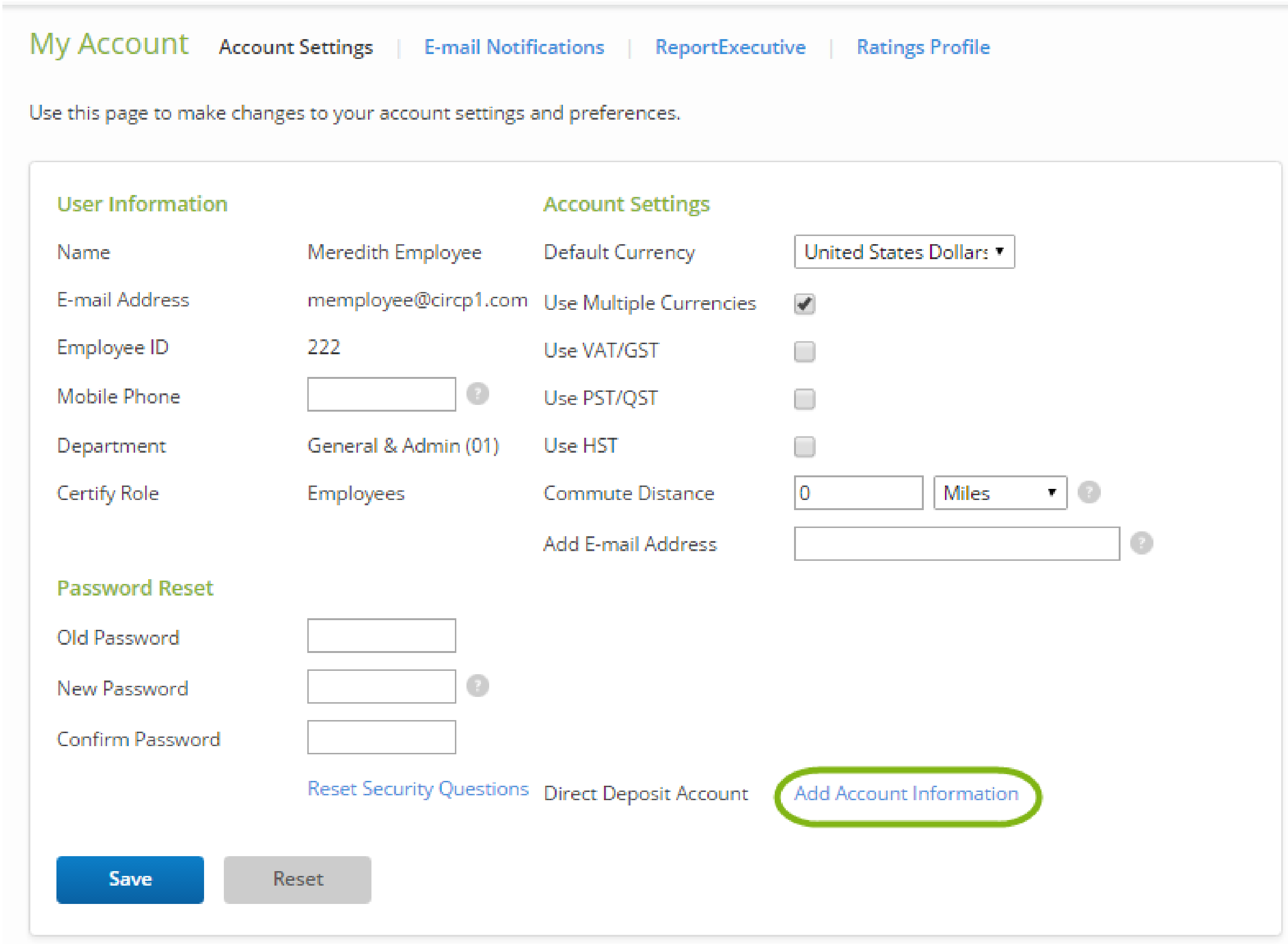
If your organization is using Certify's Domestic ACH integration, you will need to add your direct deposit bank information on your **My Account** page. This article shows you how to enter your direct deposit information into your Certify account.

Please Note: *Certify ACH will only work with US bank accounts.*

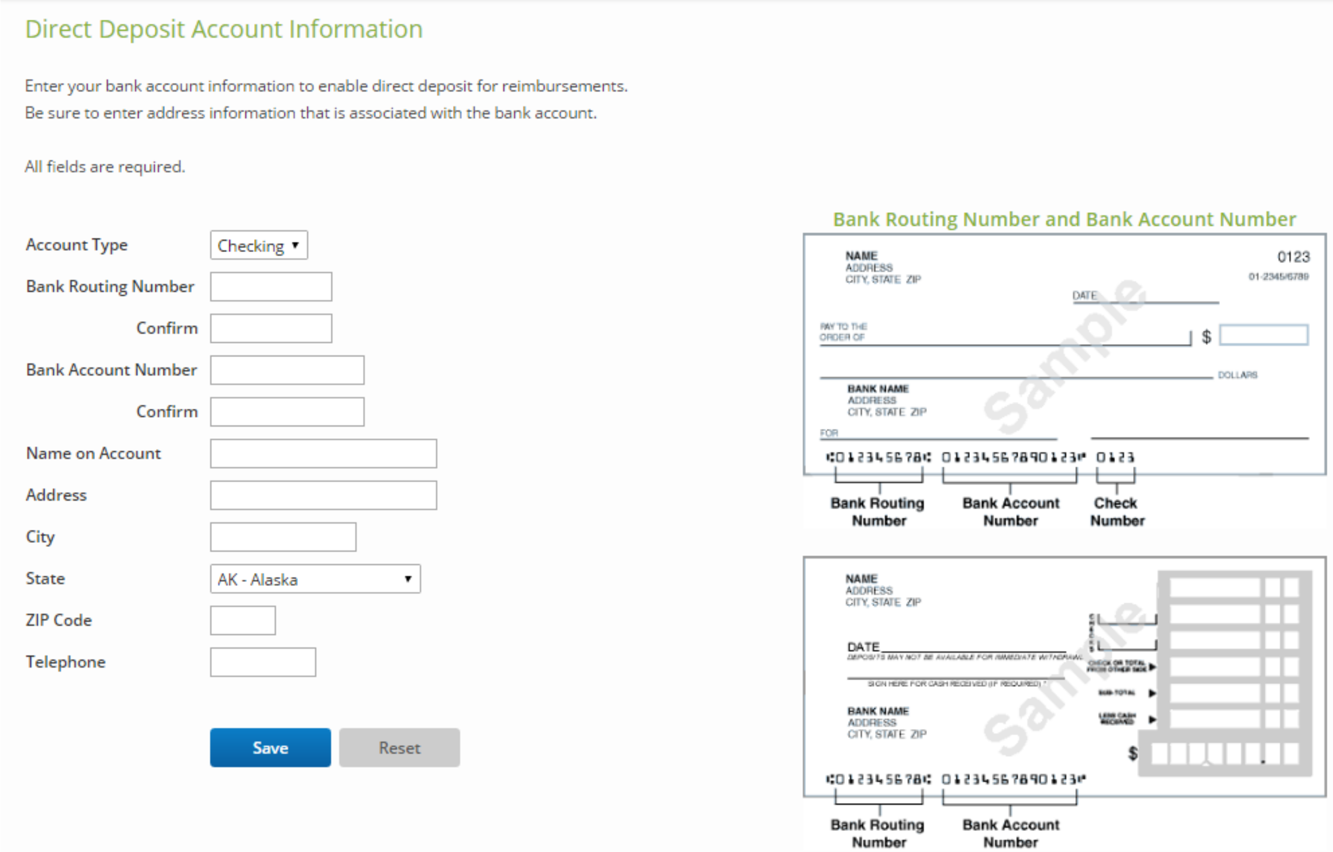
Step 1: On your account homepage, select **Account Details** under your name.



Step 2: On the My Account page under the Account Settings tab, next to Direct Deposit Account, select Add Account Information.

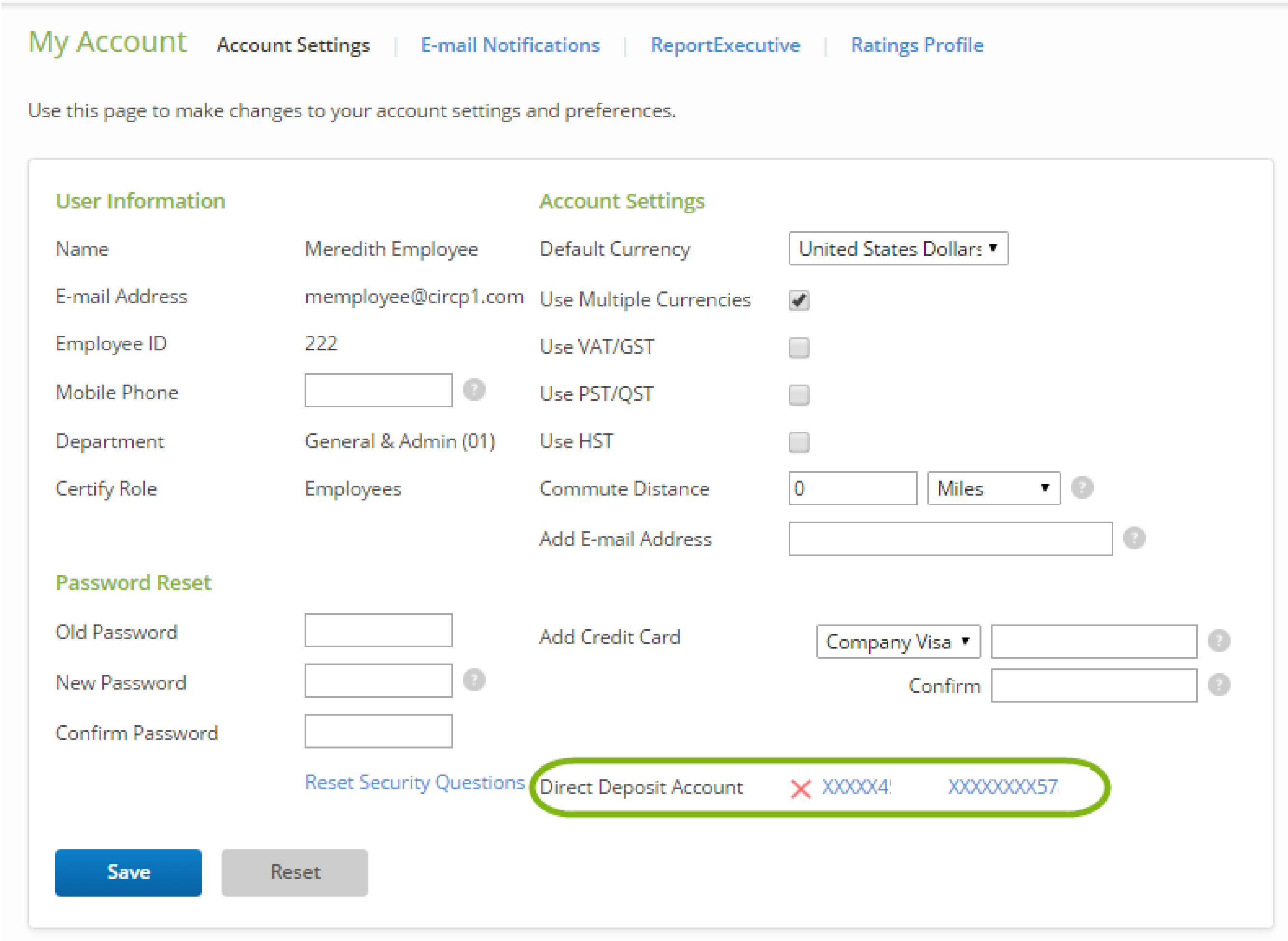

My Account
Account Settings | E-mail Notifications | ReportExecutive | Ratings Profile
Use this page to make changes to your account settings and preferences.
User Information
Name
Meredith Employee
E-mail Address
memployee@circp1.com
Employee ID
222
Mobile Phone
Department
General & Admin (01)
Certify Role
Employees
Account Settings
Default Currency
United States Dollar:
Use Multiple Currencies
Use VAT/GST
Use PST/QST
Use HST
Commute Distance
0
Miles
Add E-mail Address
Password Reset
Old Password
New Password
Confirm Password
Reset Security Questions
Direct Deposit Account
Add Account Information
Save
Reset

Step 3: On the **Direct Deposit Account Information** page, you will need to complete all fields.



Once you have completed all fields provided, click **Save**. At the top of the page, you will receive a confirmation that your account information has been saved.

Step 4: Select **My Account** to return to the **Account Settings** tab. Near the bottom right of the page, several x's and the last four digits of both your routing number and your account number will be displayed.



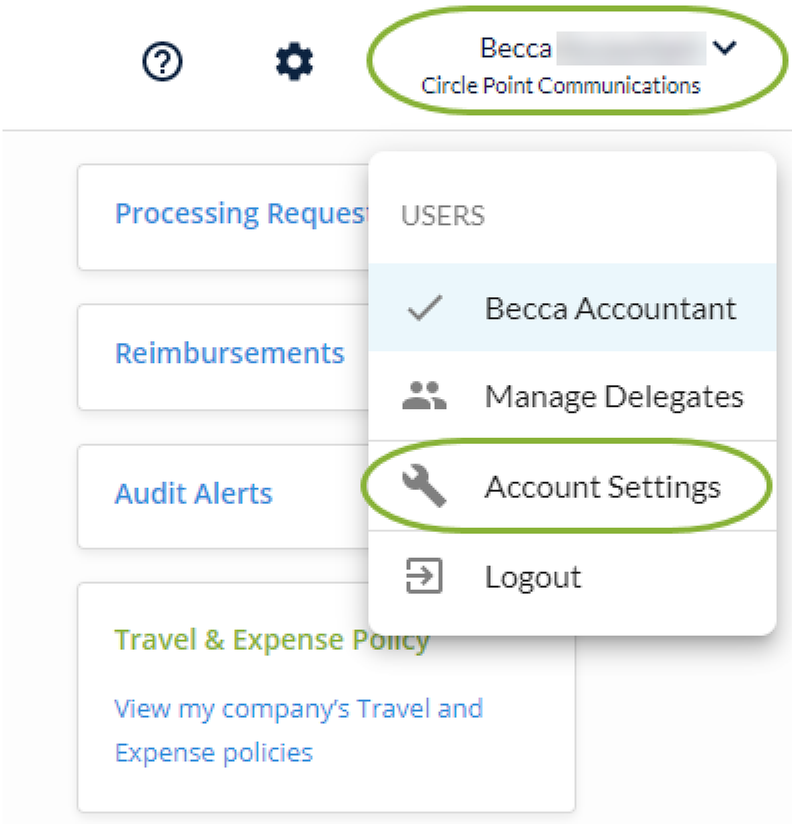
Entering United States Direct Deposit Account Information for Certify Payments

If your organization is using **Certify Payments**, there are a few steps to enter your direct deposit account information to begin receiving reimbursement. If your company previously used **Domestic ACH** and is now transitioning to **Certify Payments**, you will be prompted to update your account.

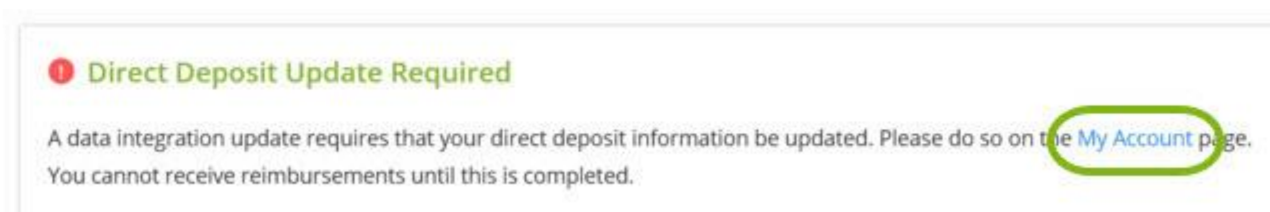
This article will show you how to enter (or re-enter) your direct deposit account information.

Please Note: *Certify Payments services both domestic and international bank accounts. To add Direct Deposit information for an international account, see: Entering International Direct Deposit Information.*

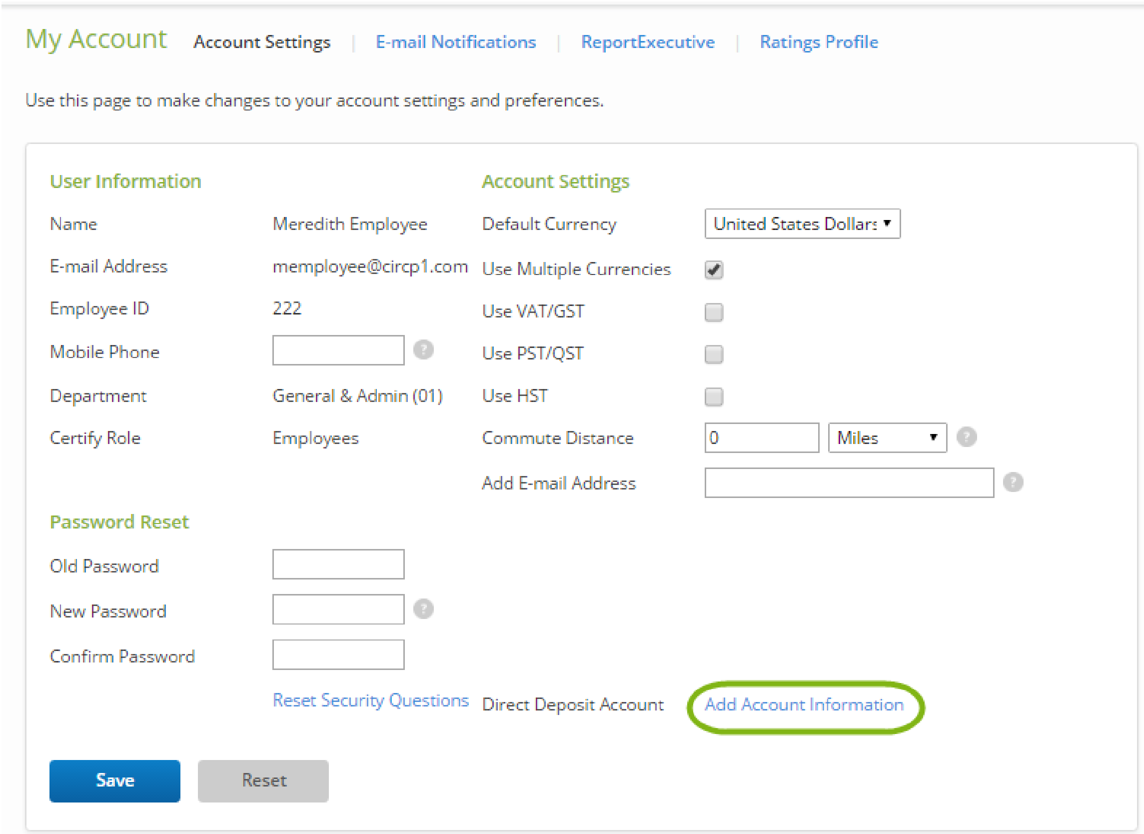
Step 1: On your account homepage, select **Account Details** under your name.



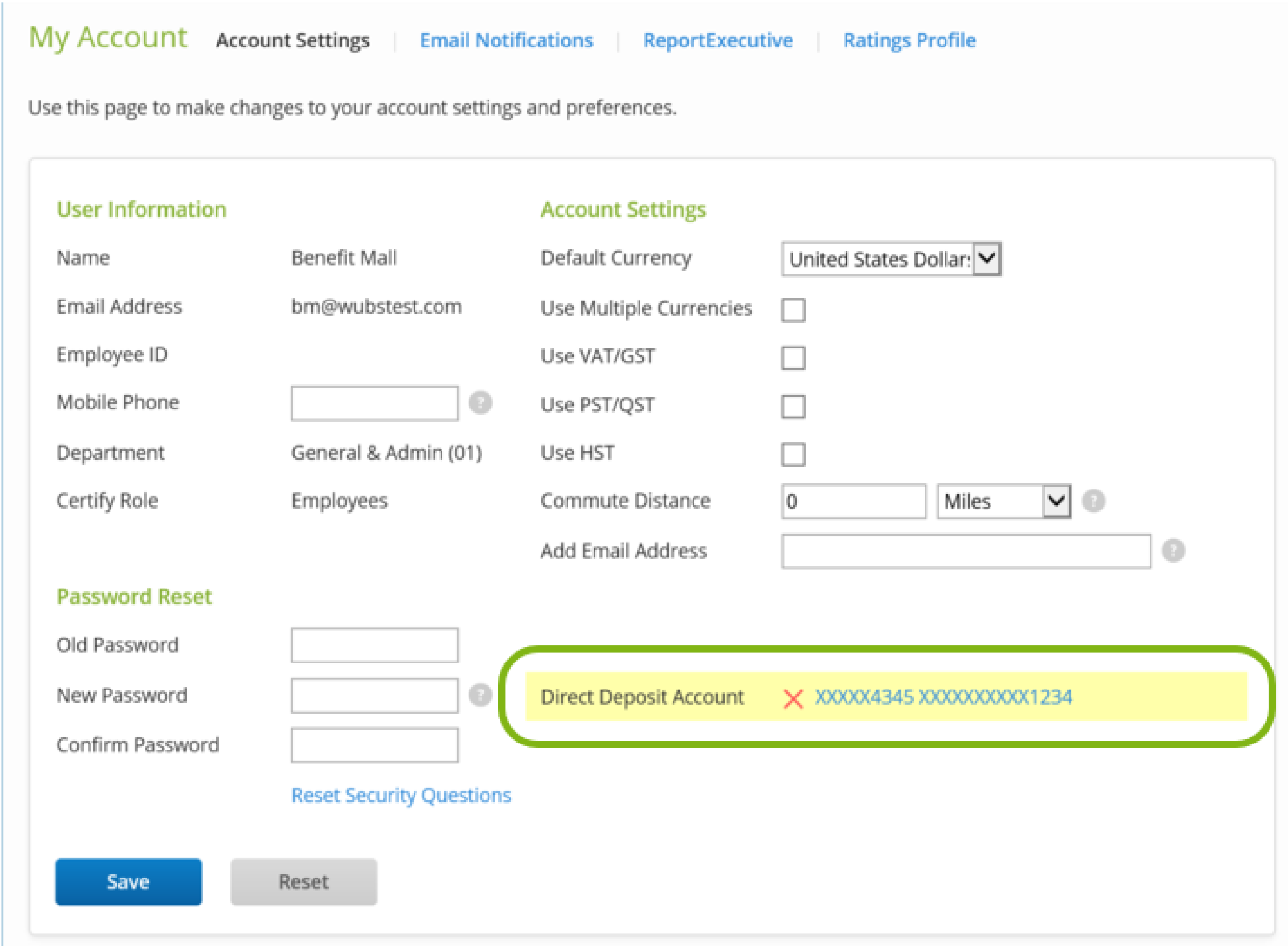
Please Note: *If you simply need to re-enter your direct deposit account information, you will be prompted to access* **My Account** *at the top of the home screen, shown below. Select* ***My Account*** *and proceed to Step 2b.*



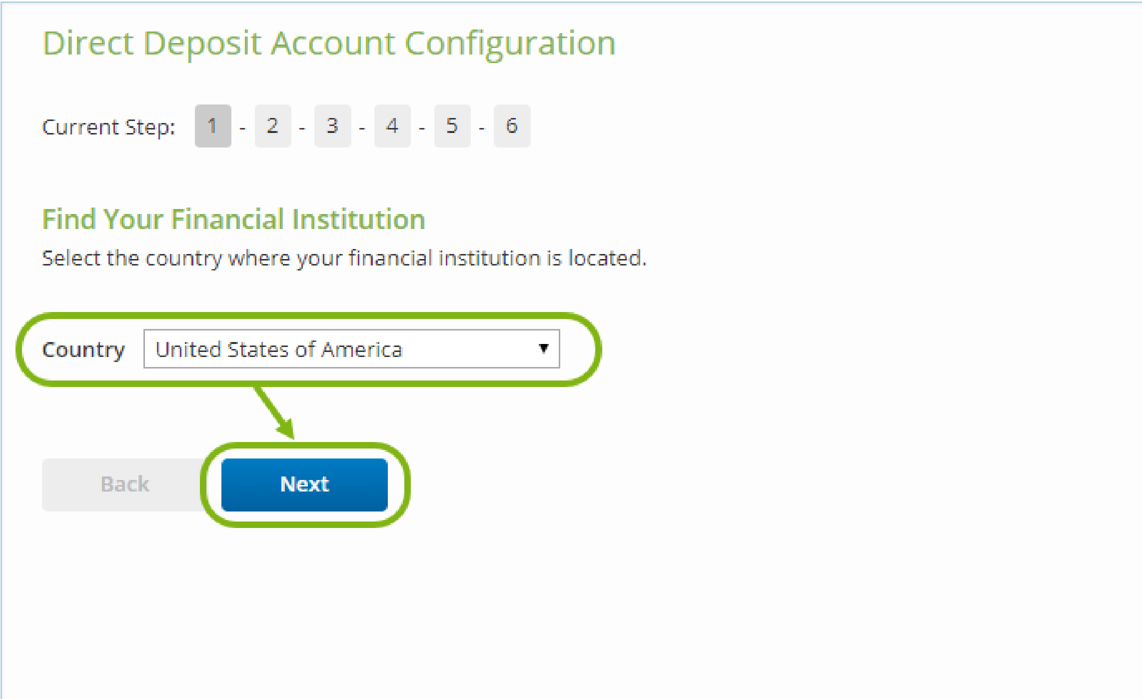
Step 2a: On the **My Account** page, select **Add Account Information**.



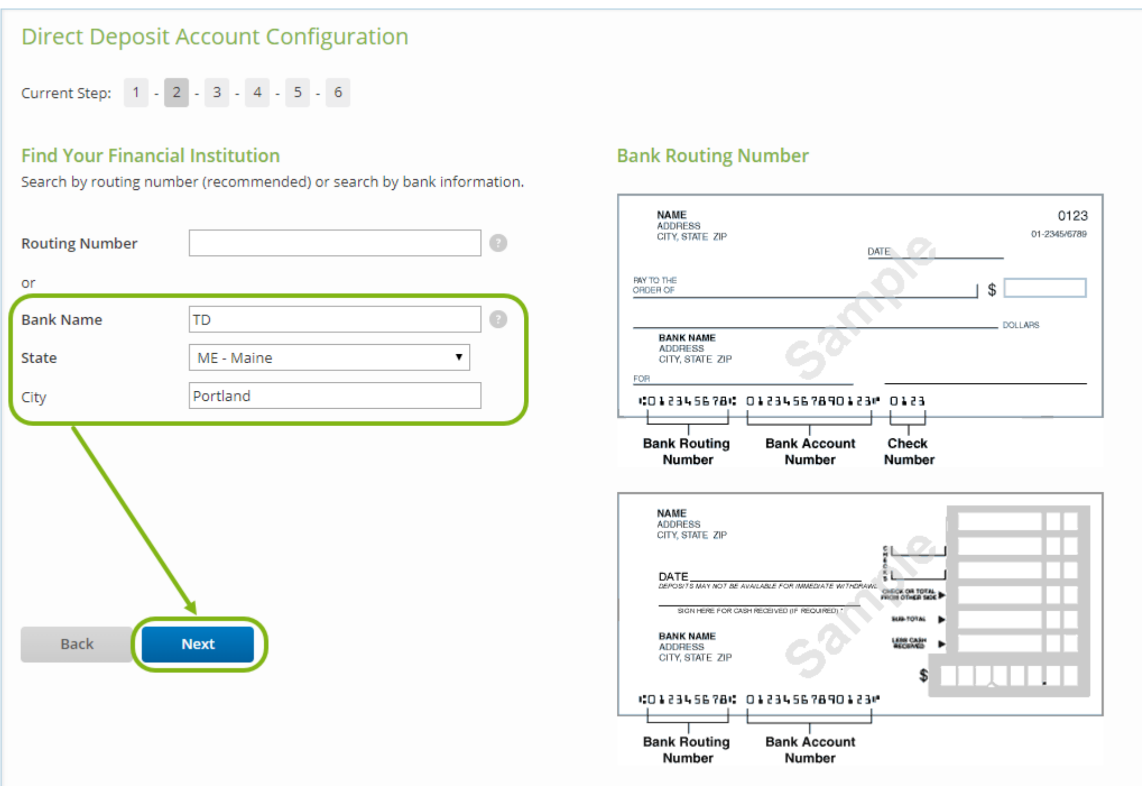
Step 2b: If you are updating your account, select the highlighted account number.



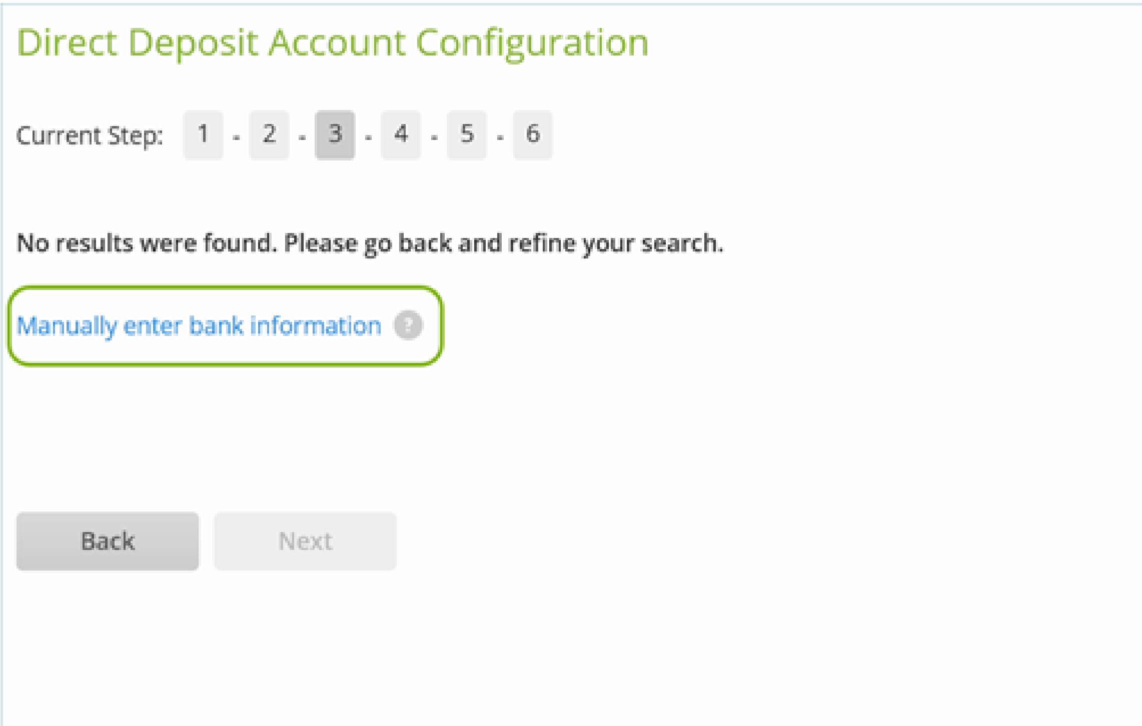
Step 3: On the first step of the **Direct Deposit Account Configuration** page, enter your country and click **Next**.



Step 4: Enter your banking information in the search fields provided. Use either your **Routing Number OR** the **Bank Name, State**, and **City**. Then, click **Next**.

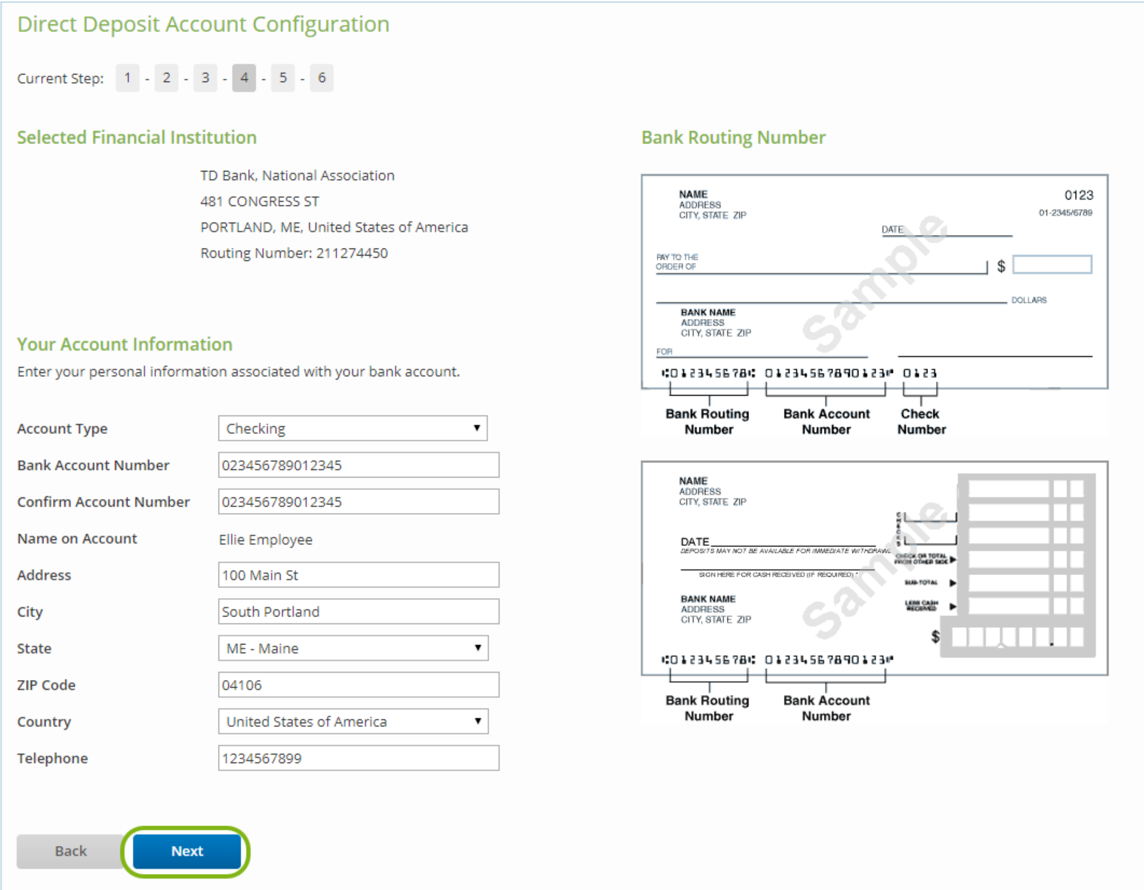


Please Note: *If no results are found, the Wizard will present* **No results were found**. *You may choose to manually enter your bank by selecting* **Manually enter bank information** *on this screen. After entering the information, proceed to* **Step 5.**

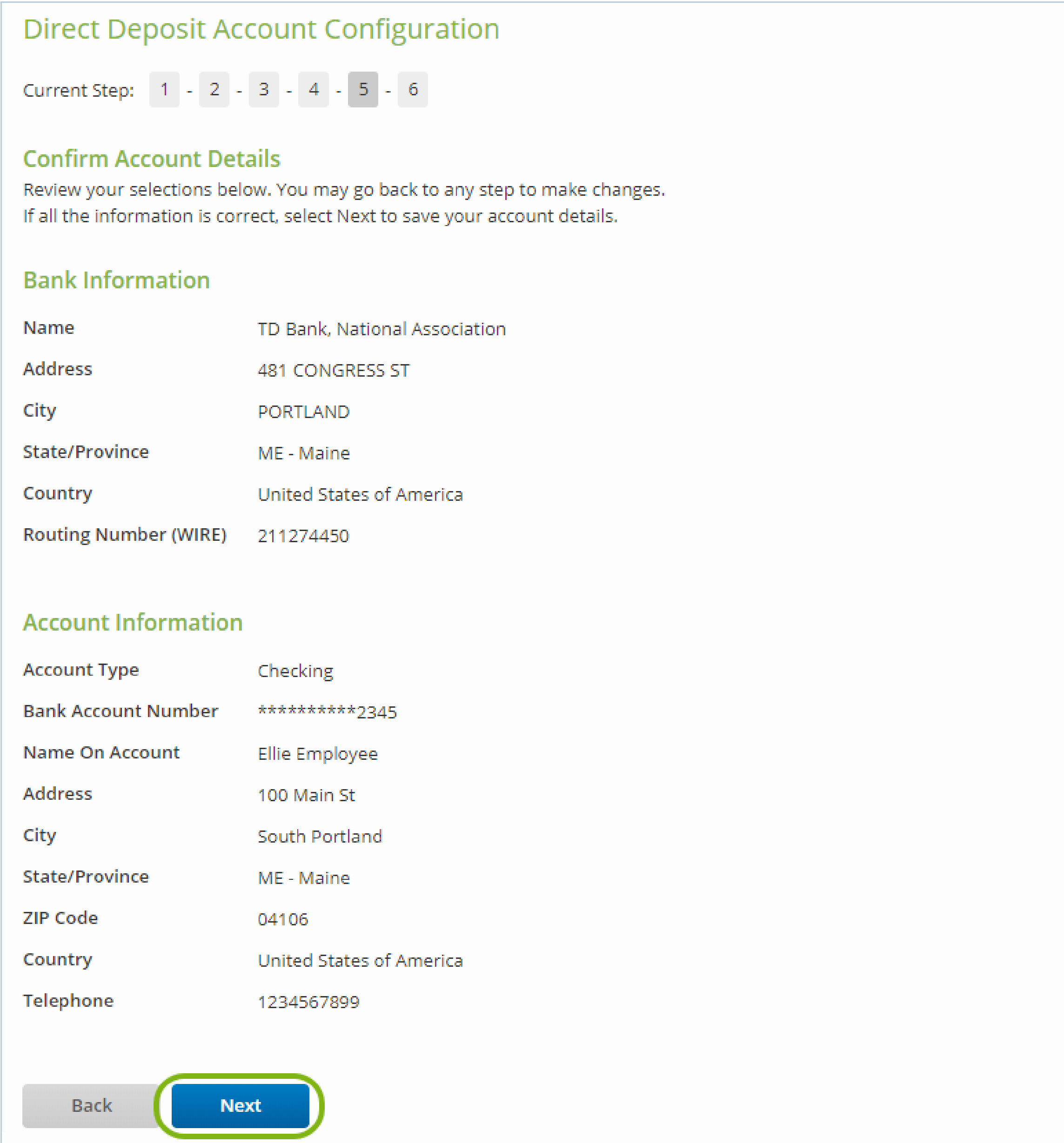


Step 5: Add your account information into all required fields. Click **Next**.

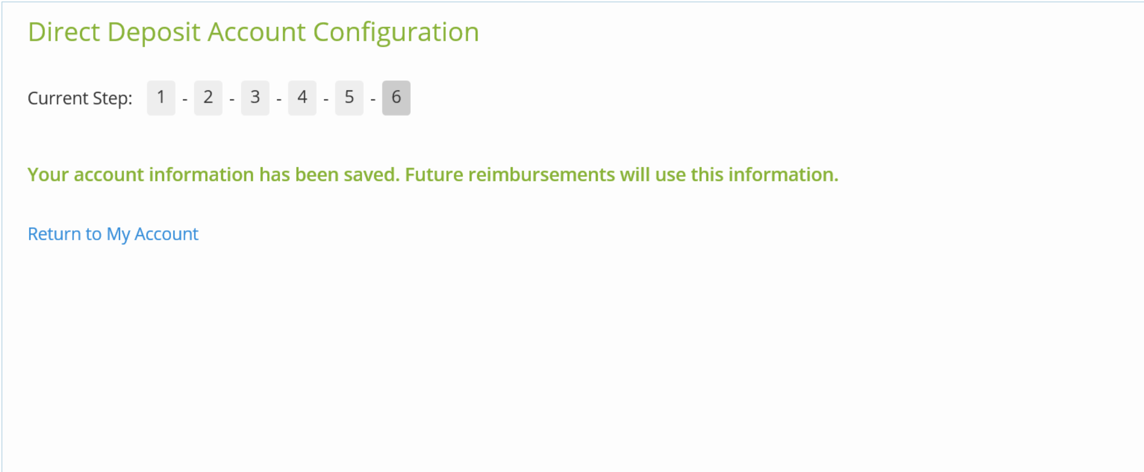
Please Note: State, City, Address, Zip Code, *and* **Telephone** *are for* **your information associated with your account**; *not the bank's* *information.*



Step 7: Review your information. Click **Back** to make changes, and **Next** if you're finished.



Step 8: A confirmation screen appears to let you know your account is now set up with **Certify Payments.**



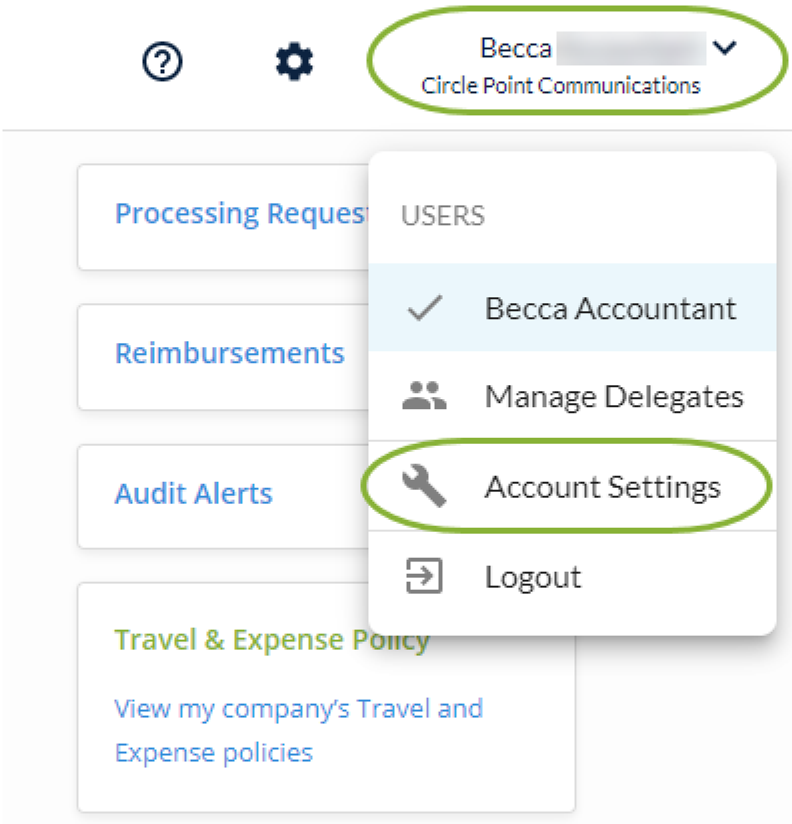
Entering International Direct Deposit Information for Certify Payments

If your organization is using **Certify Payments**, there are a few steps to enter your direct deposit account information to begin receiving reimbursement.

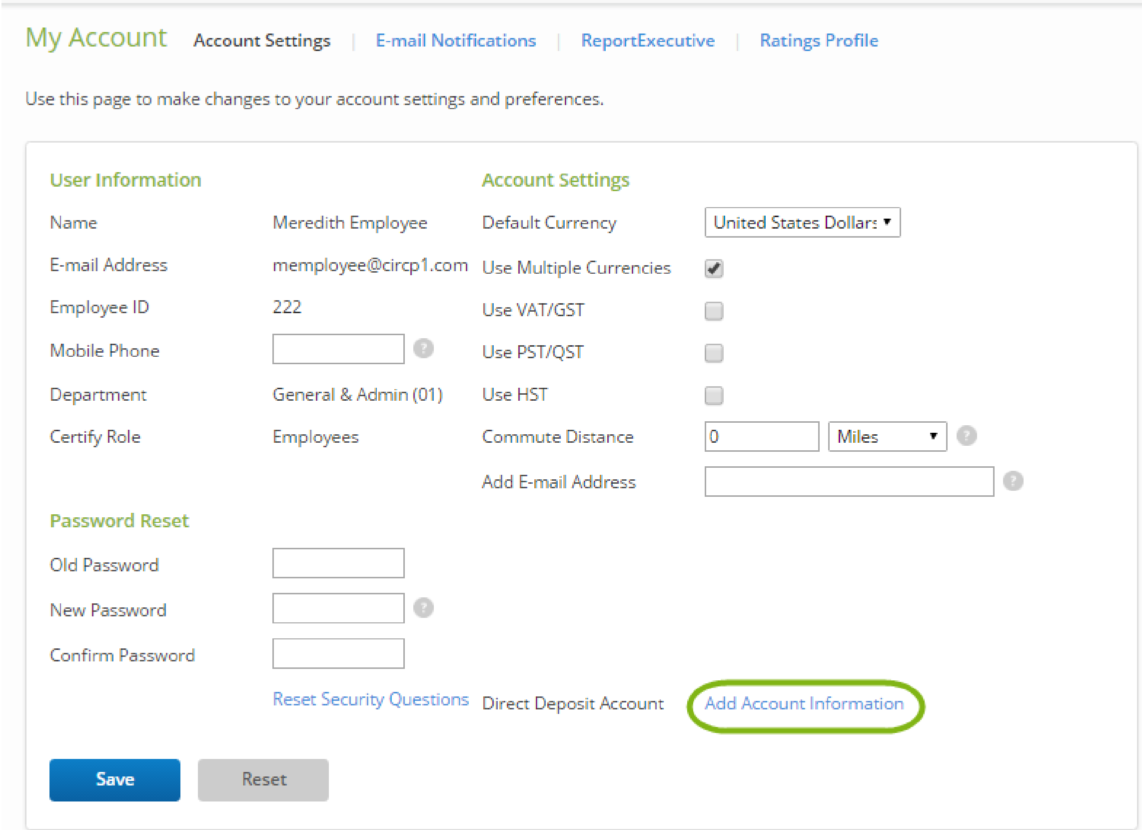
This article will show you how to enter your direct deposit account information.

Please Note: *Certify Payments services both domestic and international bank accounts. To add Direct Deposit Information for a United States-based account, see: Entering United States Direct Deposit Information.*

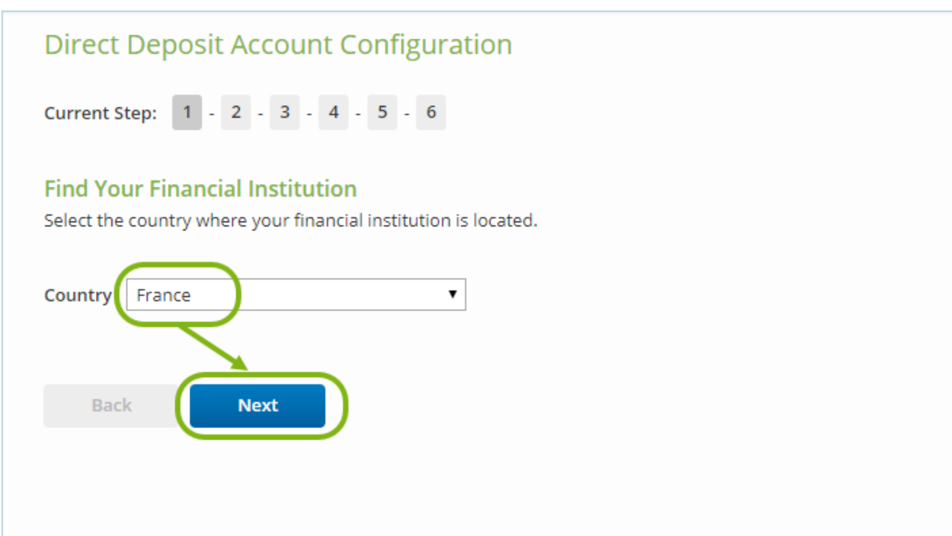
Step 1: On your account homepage, select **Account Details** under your name**.**



Step 2: On the **My Account** page, select **Add Account Information**.



Step 3: On the first step of the **Direct Deposit Account Configuration** page, enter your country and click **Next**.

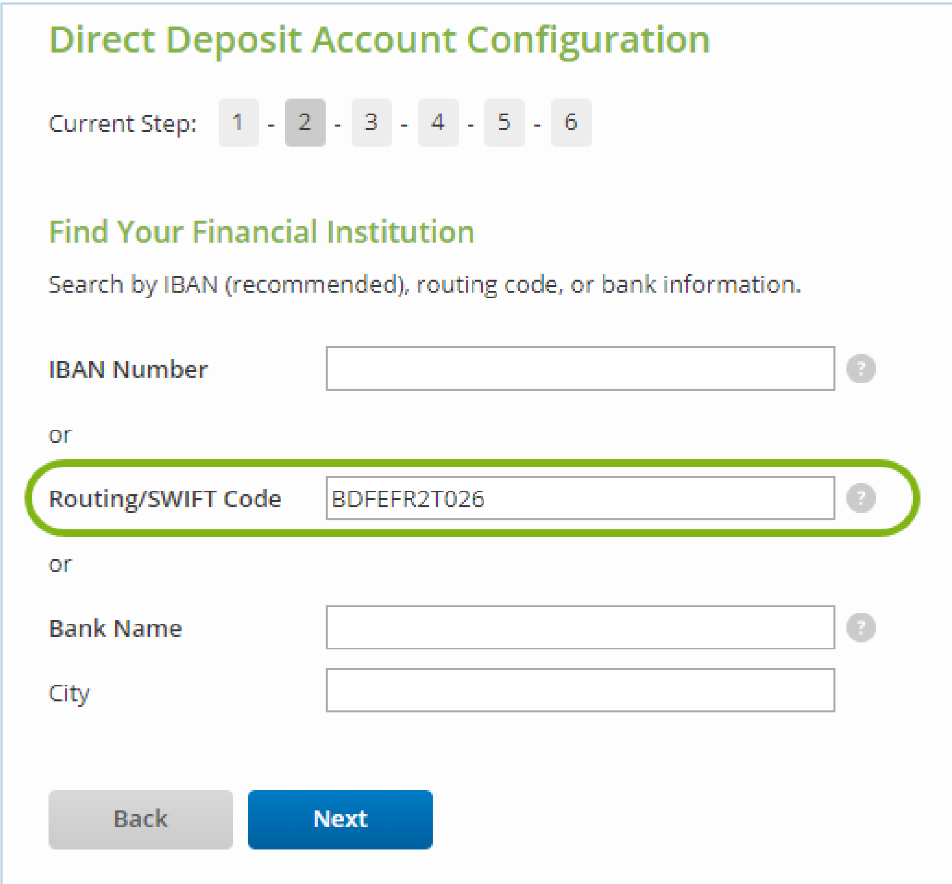


Step 4: Enter your banking information in the search fields provided. There are three options to search:

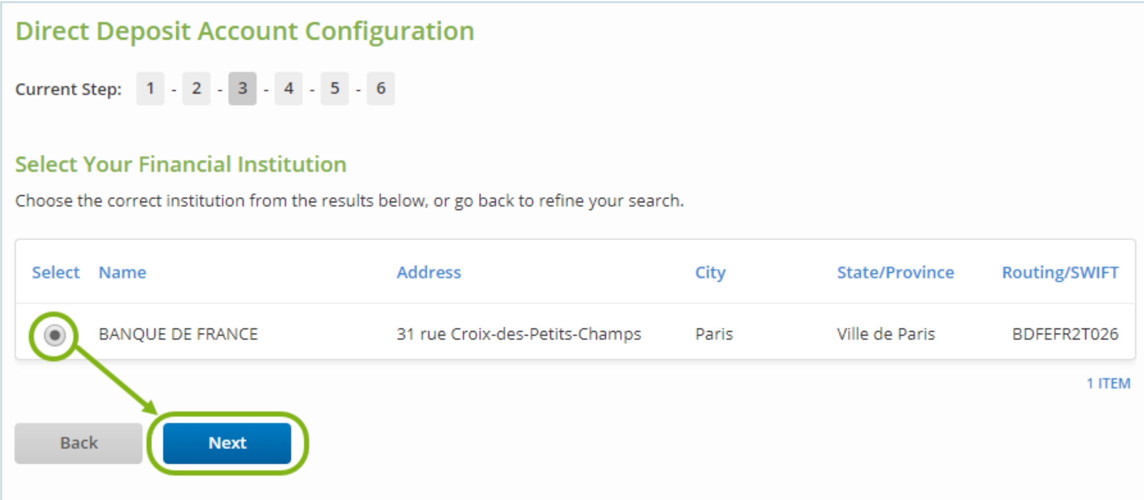
- A local **Routing Code** is your in-country code used for electronic payments.

- A **SWIFT Code** is a unique identification code of a particular bank. The **SWIFT Code** contains 8 to 11 alphanumeric characters.
- An **IBAN Number** is your International Bank Account Number. IBAN numbers consists of up to 34 alphanumeric characters.

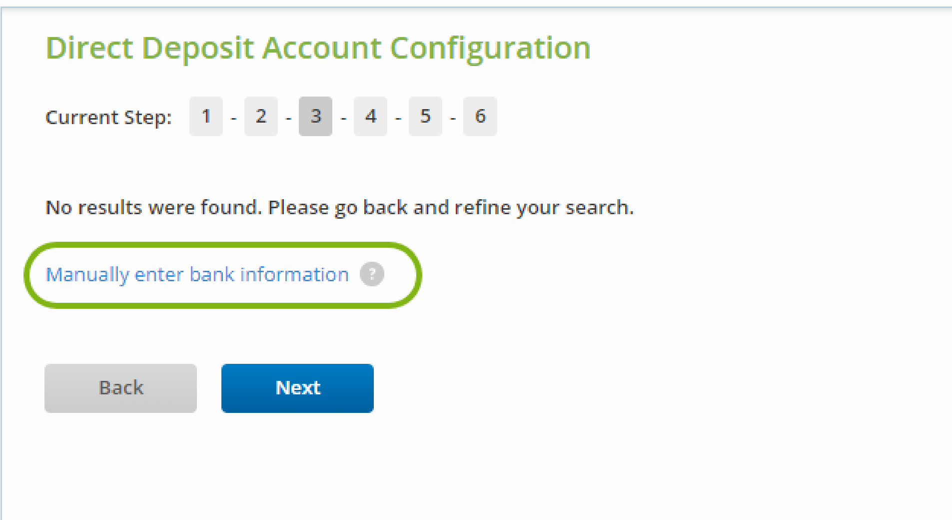
Then, click **Next**.



Step 5: Select the radio button for your institution branch and click **Next**.

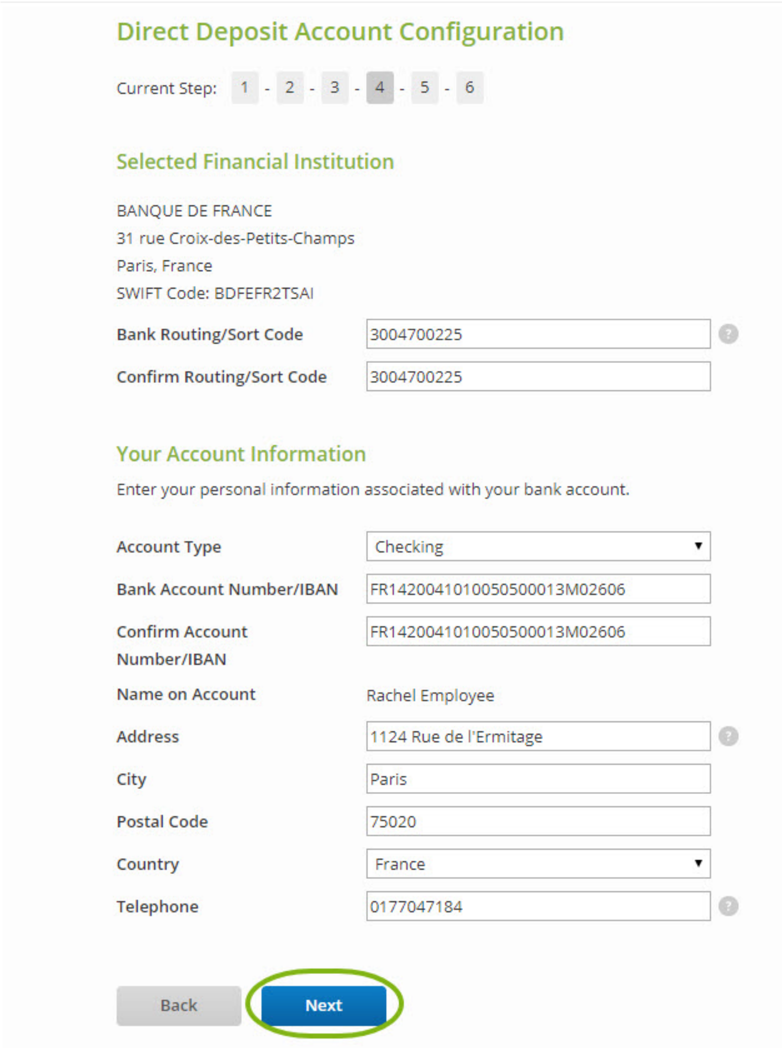


Please Note: *If no results are found, you may also choose to manually enter your bank by selecting Manually enter bank information on this screen. After entering the information, proceed to Step 6.*

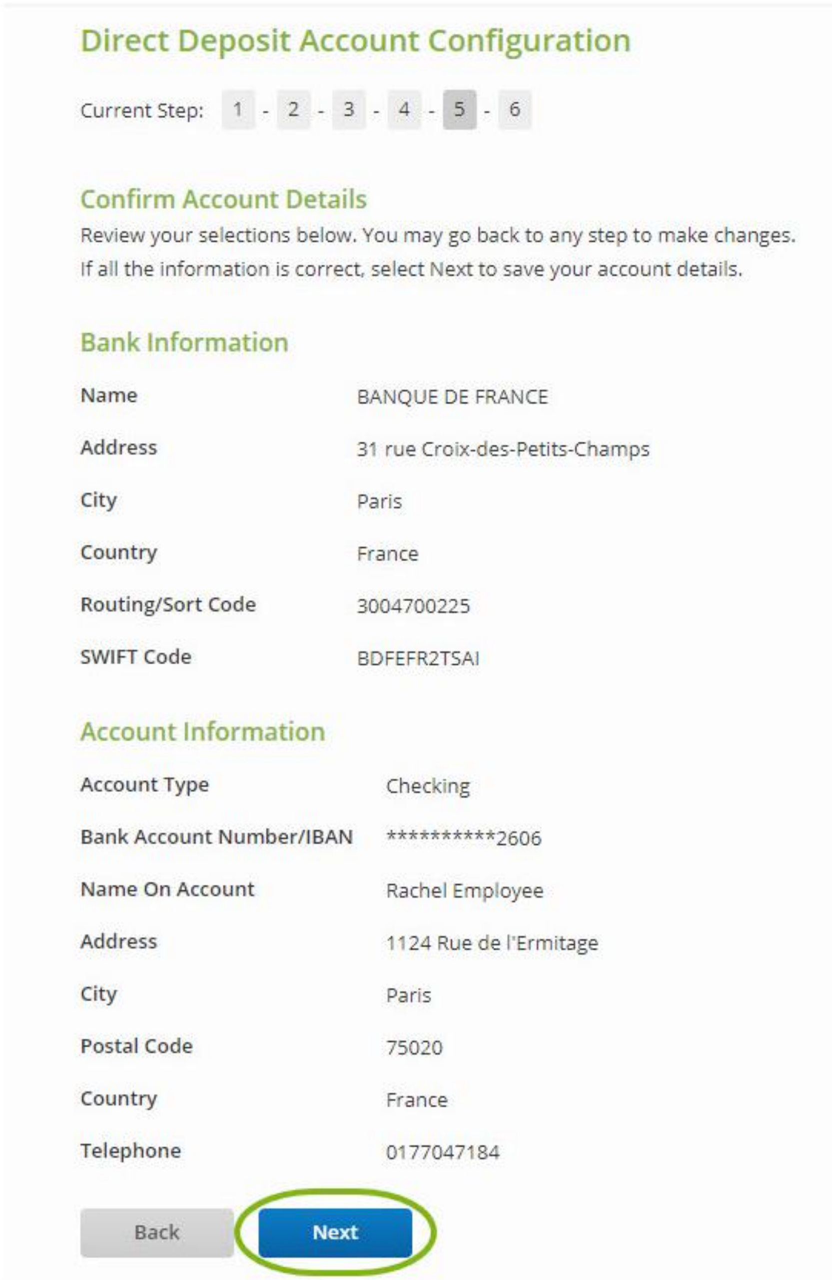


Step 6: Add your account information into all required fields. Click **Next**.

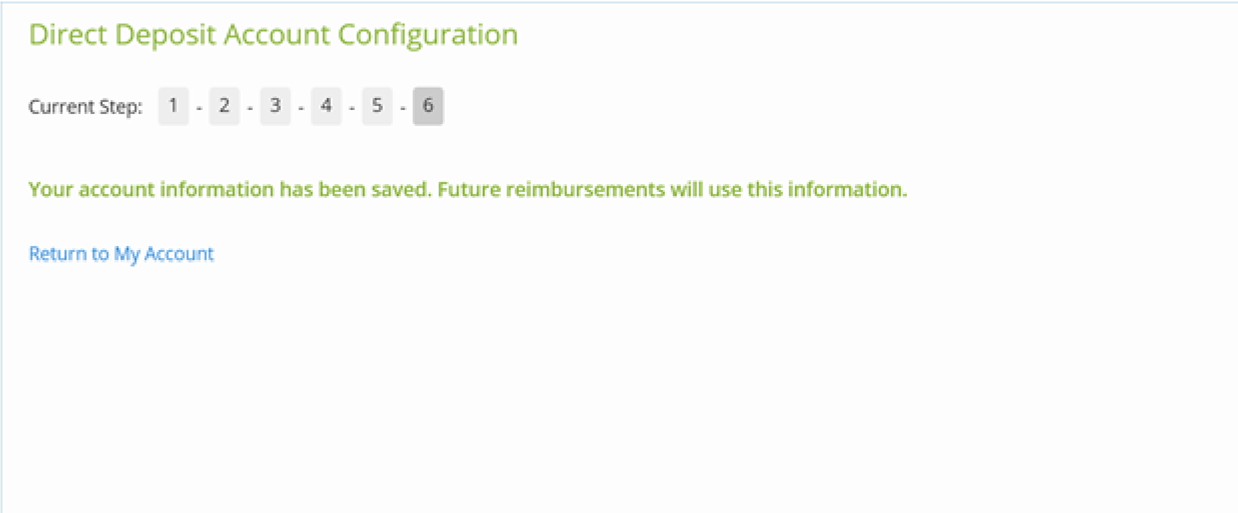
Please Note: *Name on Account, Address, City, Zip Code, and Telephone are for your information associated with your account; not the bank's information.*



Step 7: Review your information, and click **Next**.



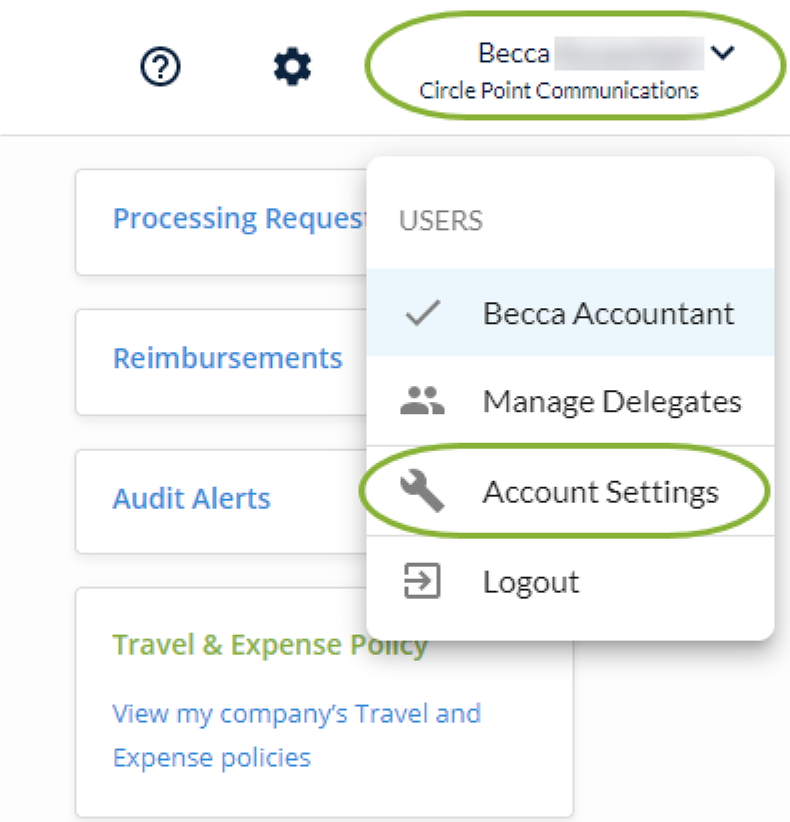
Step 8: A confirmation screen appears to let you know your account is now set up with **Certify Payments.**



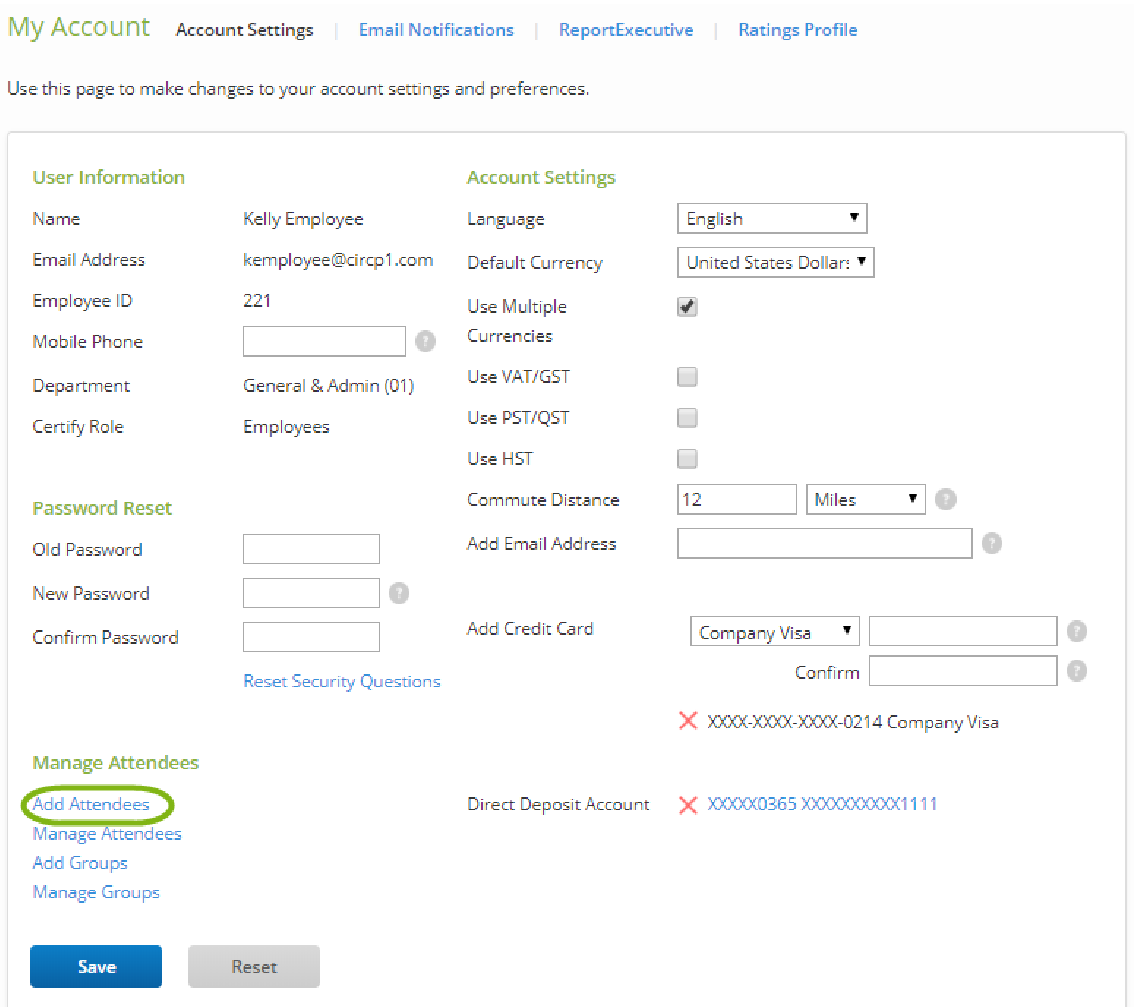
Adding Individual Meal Attendees to Your Account

For frequent attendees on your meal expenses, you have the ability to pre-populate individuals easier selection. For example, groups could be certain departments, teams, or attendees from a specific customer. This article will show you, a **report submitter**, how to add and manage your own pre-populated individuals for reporting meals.

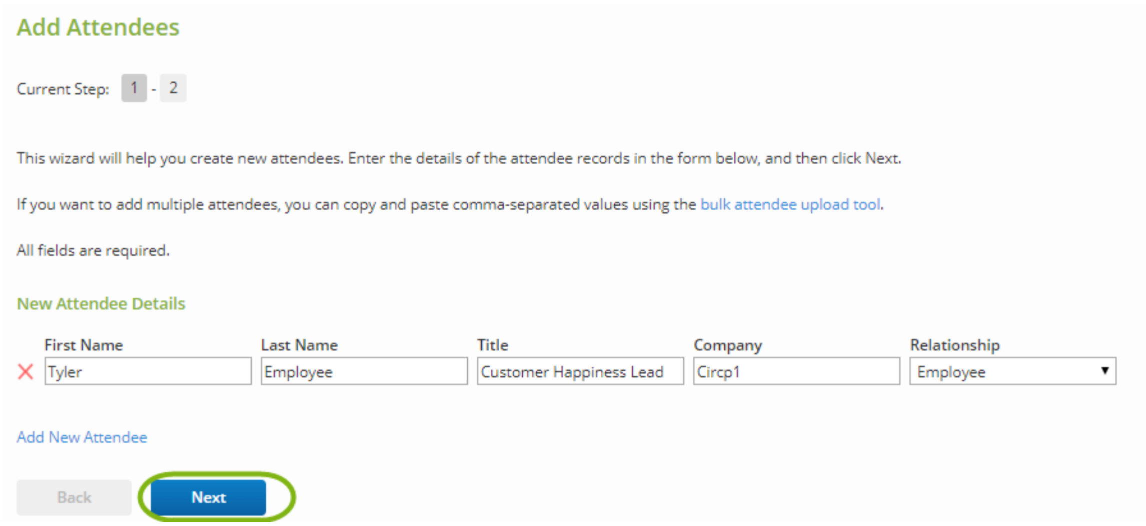
Step 1: On your Certify home page, select **Account Details** under your name.



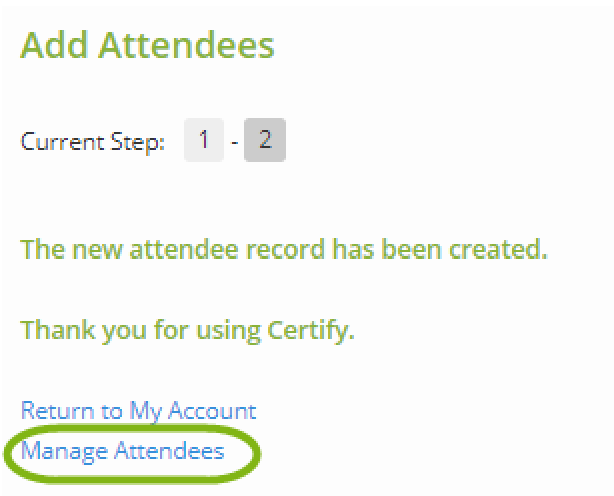
Step 2: In the lower left-hand corner, select **Add Attendees.**



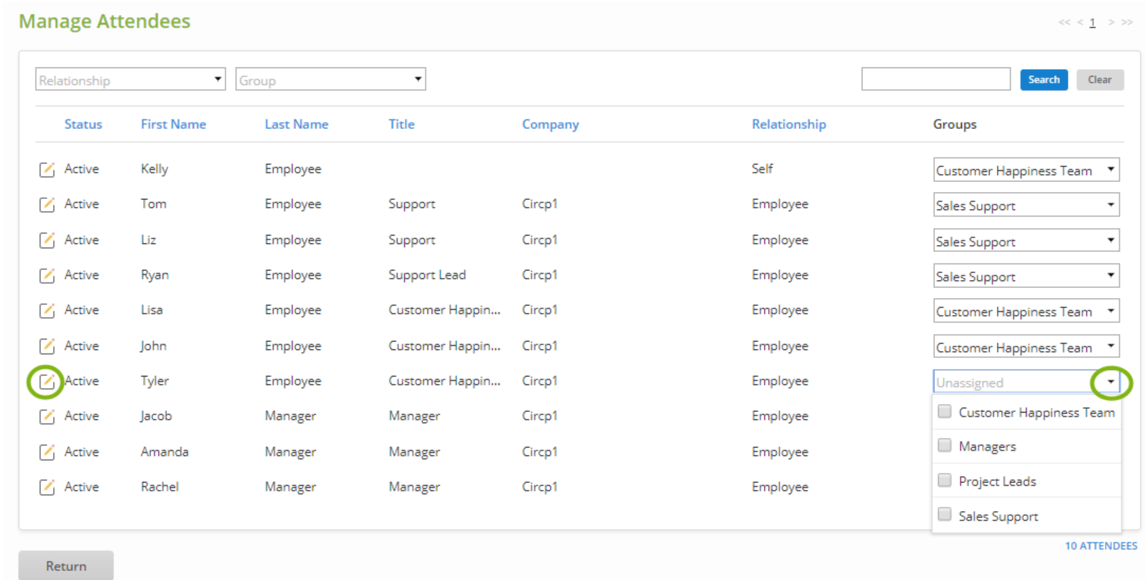
Step 3: Enter the **Name, Title, Company,** and **Relationship** of the individual, and click **Next** to save.



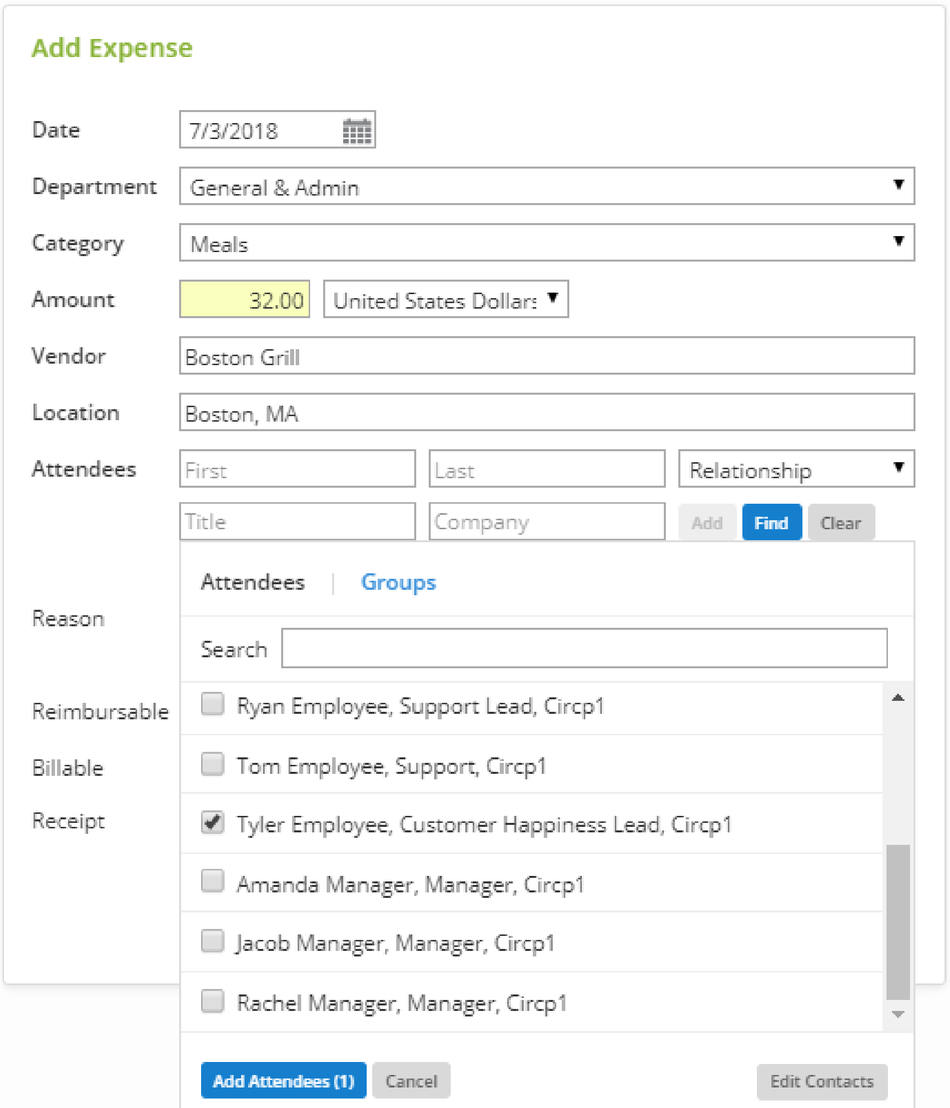
Step 4: To add the new individuals to an **Attendee Group,** click **Manage Attendees.**



Step 5: Select the pencil icon for the individual to edit their information, and/or use the **Groups** drop-down menu to apply them to a Group.



Step 6: For future meal expenses, this individual attendee will be available.

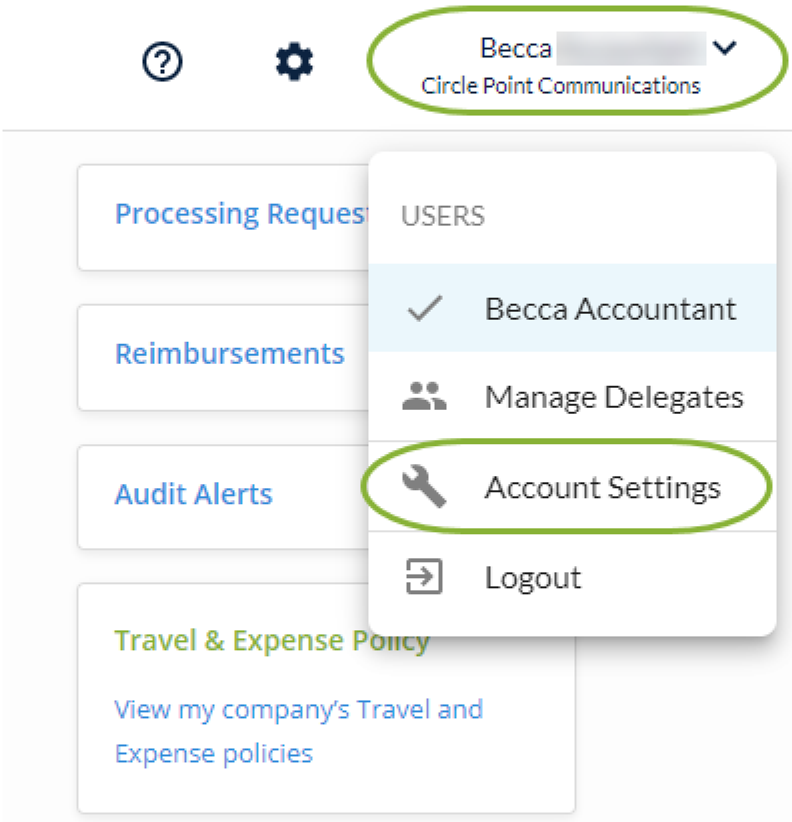


Adding Groups of Meal Attendees to Your Account

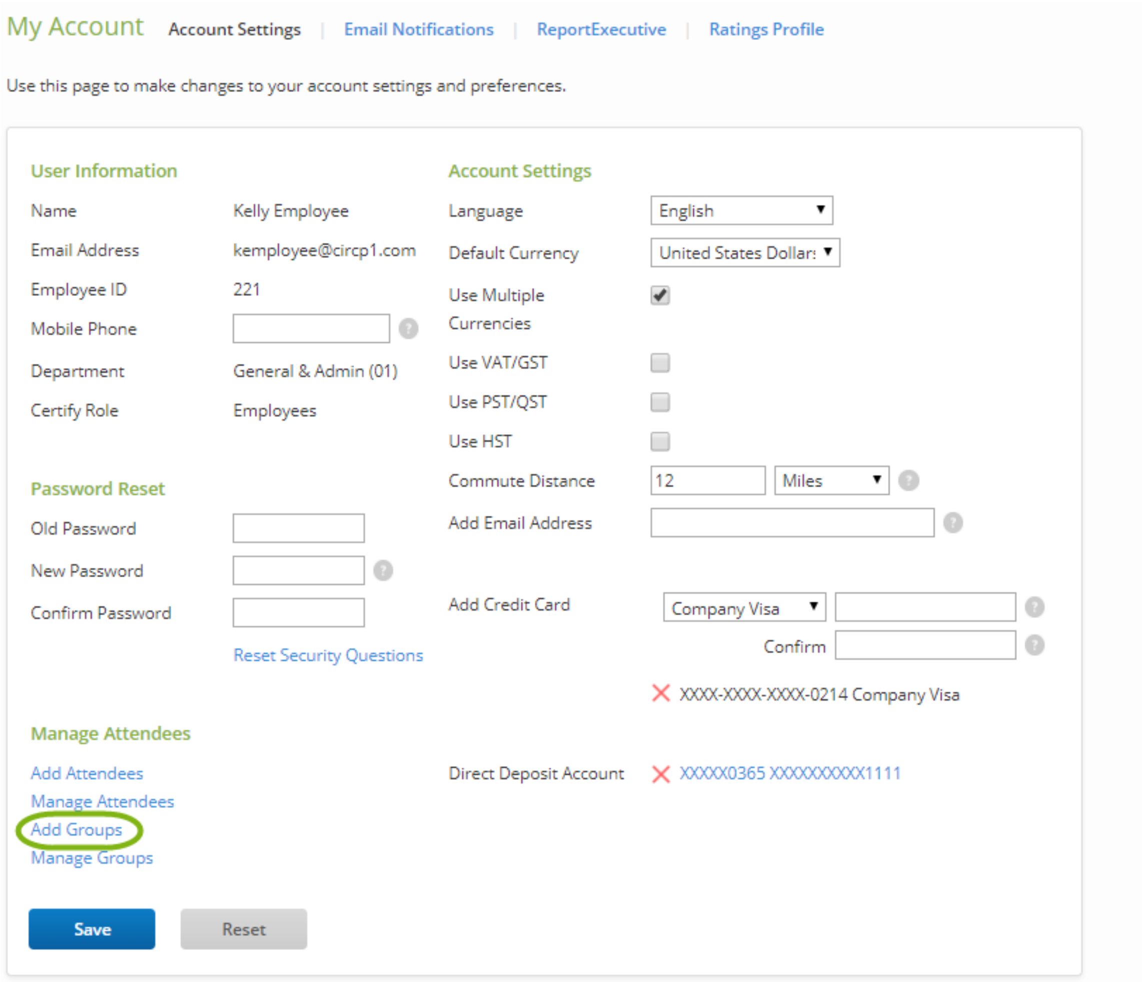
For frequent attendees on your meal expenses, you have the ability to pre-populate **Groups** of attendees for easier selection. For example, groups could be certain departments, teams, or attendees from a specific customer. This article will show you, a **report submitter,** how to add and manage your own pre-populated groups for reporting meals.

To enter individual attendees, rather than a group, see: Adding Individual Meal Attendees to Your Account

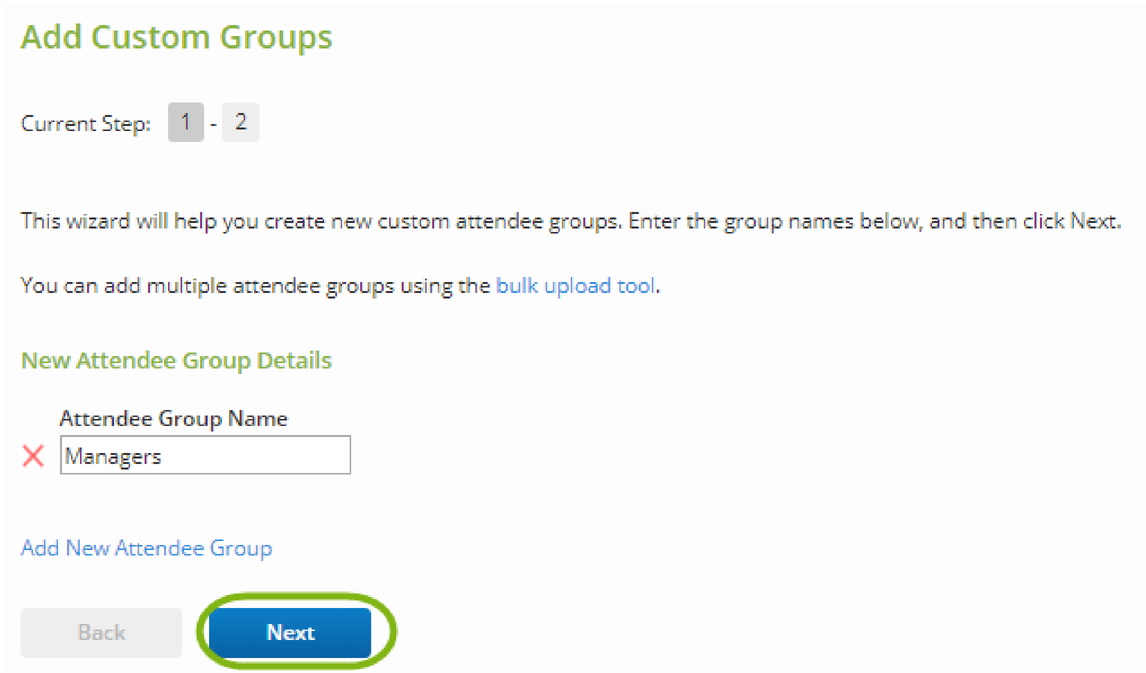
Step 1: On your Certify home page, select **Account Details** under your name.



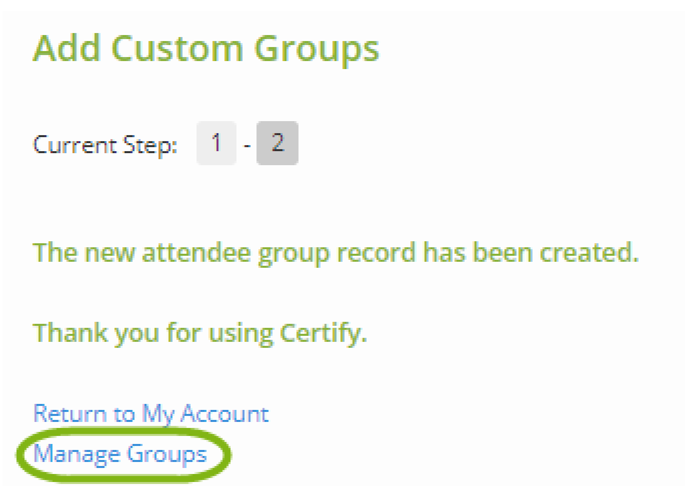
Step 2: In the lower left-hand corner, select **Add Groups**.



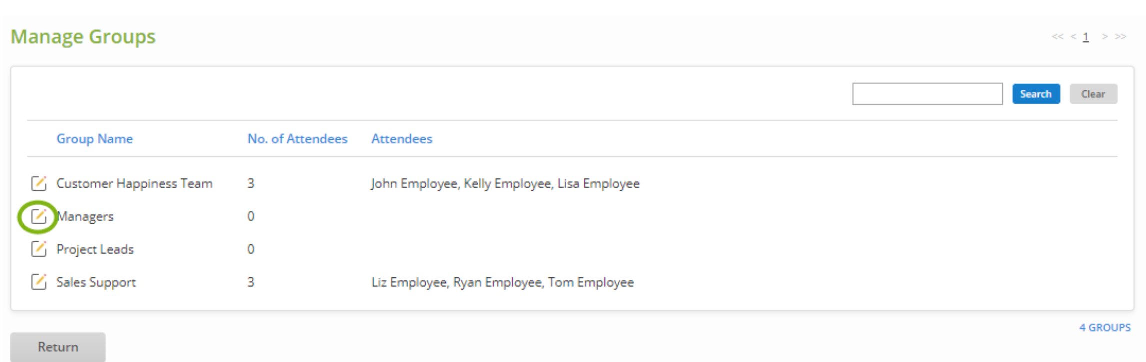
Step 3: Enter a name for your first **Group,** and click **Next** to save.



Step 4: To add individuals to the new **Group**, click **Manage Groups**.

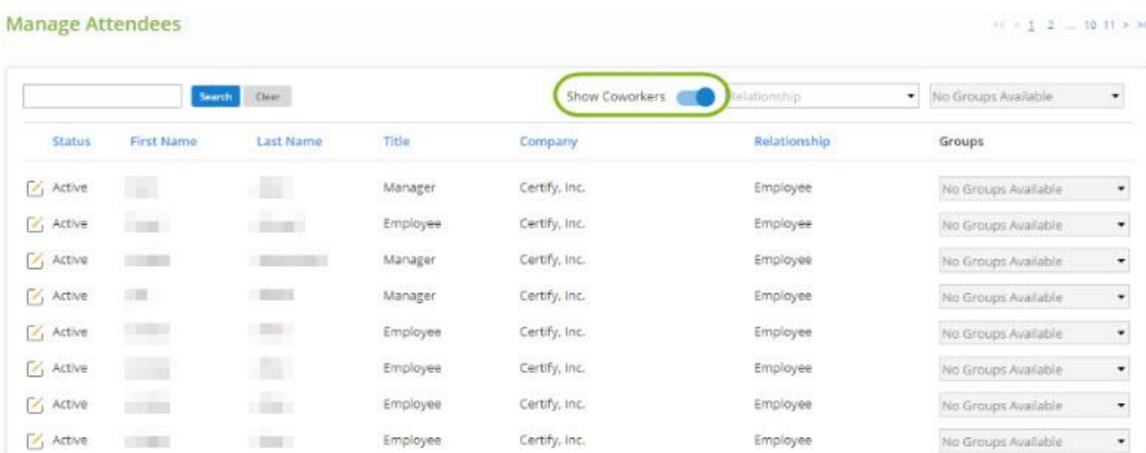


Step 5: Select the pencil icon for the **Group** to edit.

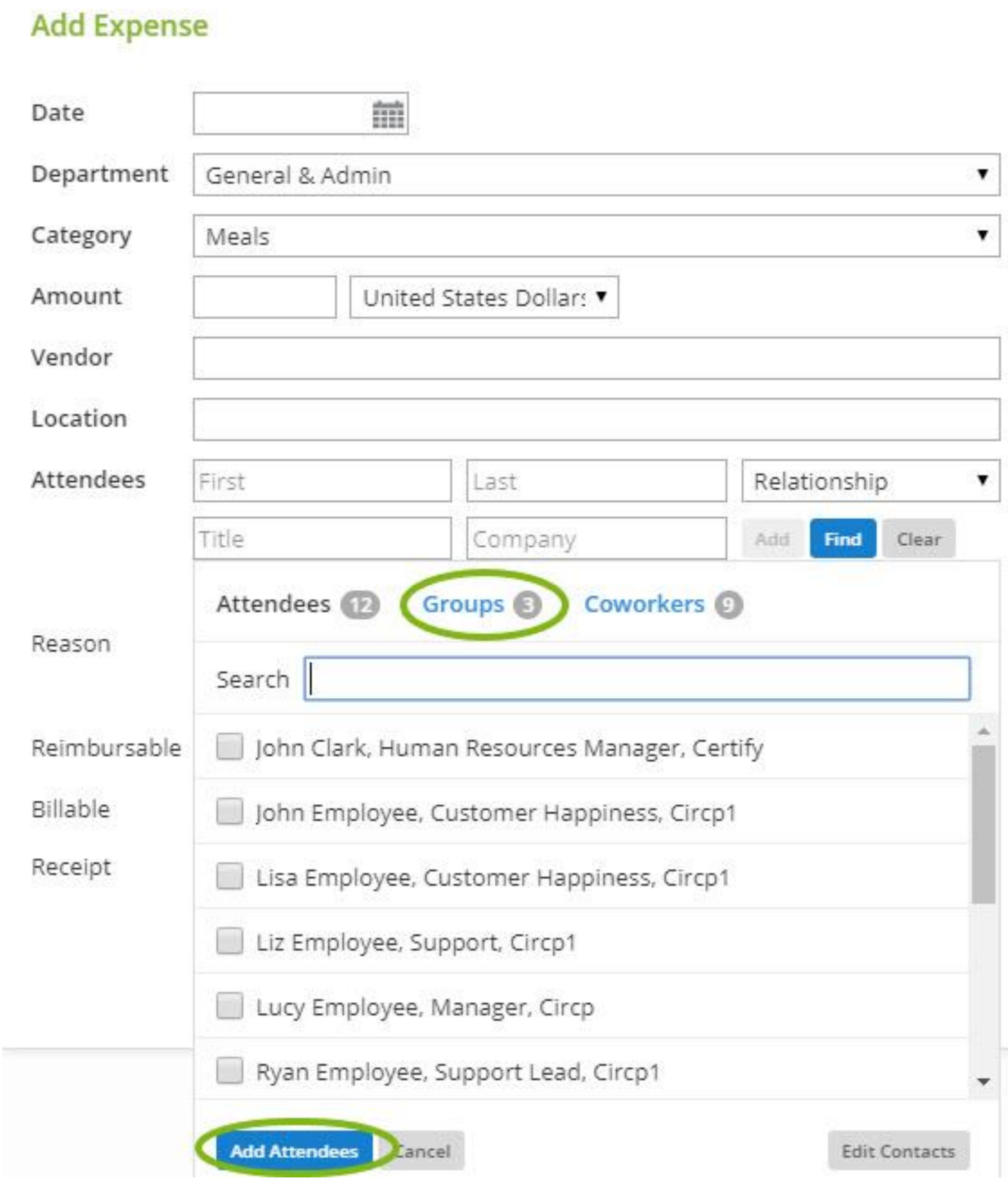


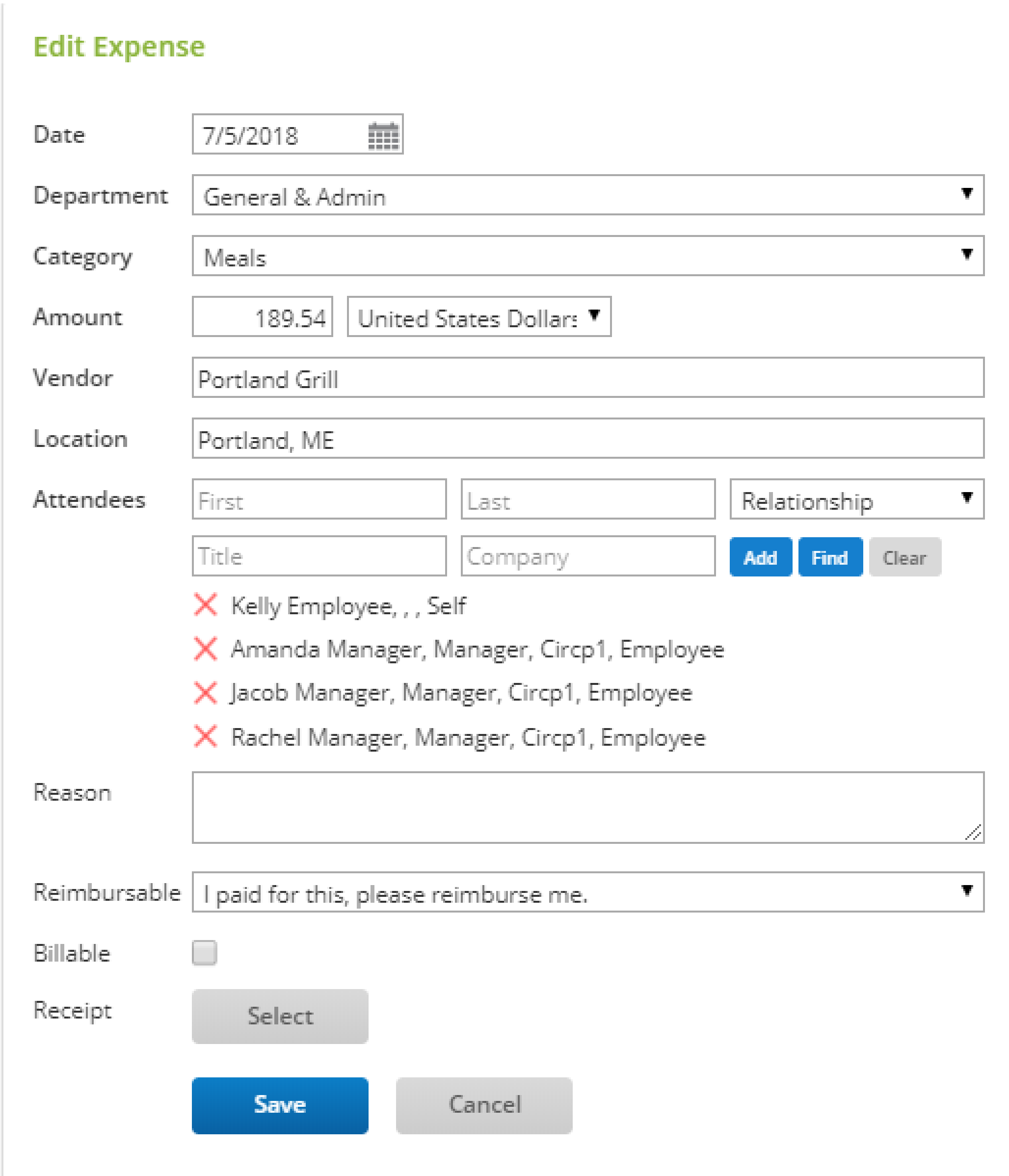
Step 6: All individuals that you have entered before will be shown in a list. Select **Add** to the applicable attendees to the **Group**.

Step 7: Alternatively, use the **Show Coworkers** toggle to utilize the **Find My Coworkers** feature. The coworker list will be populated with all active **Certify** users within a given instance. Choose from this list of coworkers to add to your group.



Step 8: For future meal expenses, the selected group will then apply all selected individuals when chosen.

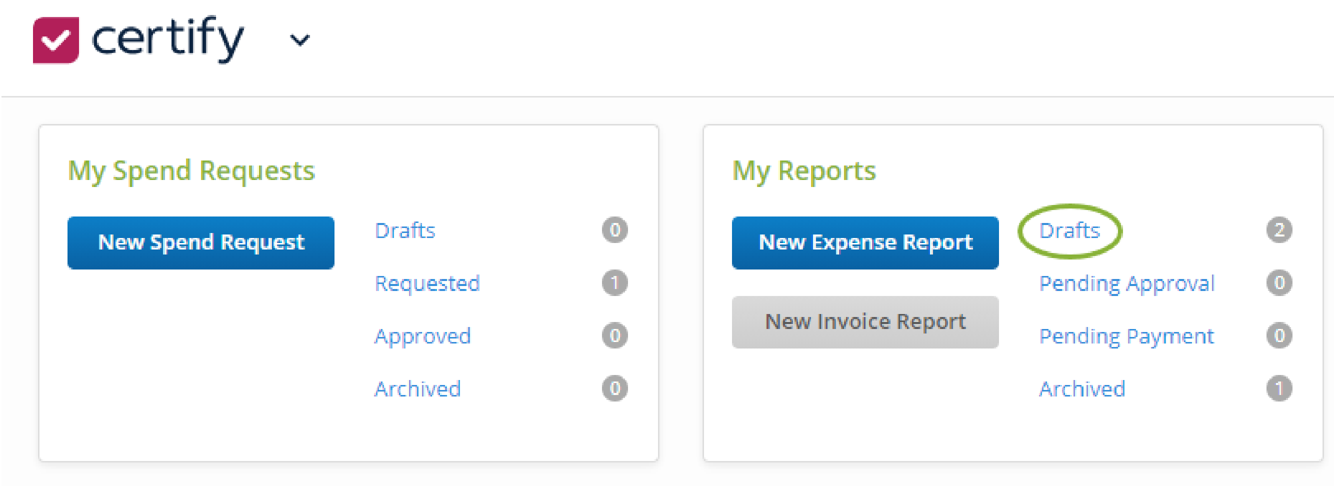

Add Expense
Date
Department
General & Admin
Category
Meals
Amount
United States Dollar:
Vendor
Location
Attendees
First
Last
Relationship
Title
Company
Add
Find
Clear
Attendees 12
Groups 3
Coworkers 9
Reason
Search
Reimbursable
John Clark, Human Resources Manager, Certify
Billable
John Employee, Customer Happiness, Circp1
Receipt
Lisa Employee, Customer Happiness, Circp1
Liz Employee, Support, Circp1
Lucy Employee, Manager, Circp
Ryan Employee, Support Lead, Circp1
Add Attendees
Cancel
Edit Contacts



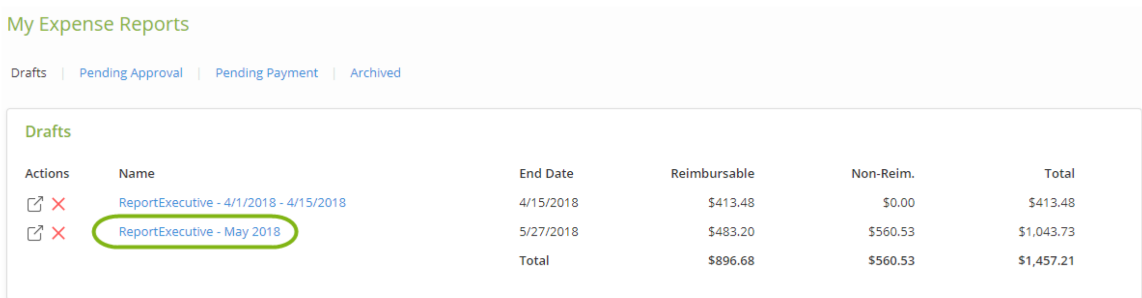
Entering Multiple Attendees to a Meal Expense

If you have already added meal attendees to your Certify account, or included an attendee in a previous expense, these attendees are available to you to add individually to a new meal expense. This article shows you, an **expense report submitter**, how to select multiple attendees for a meal expense.

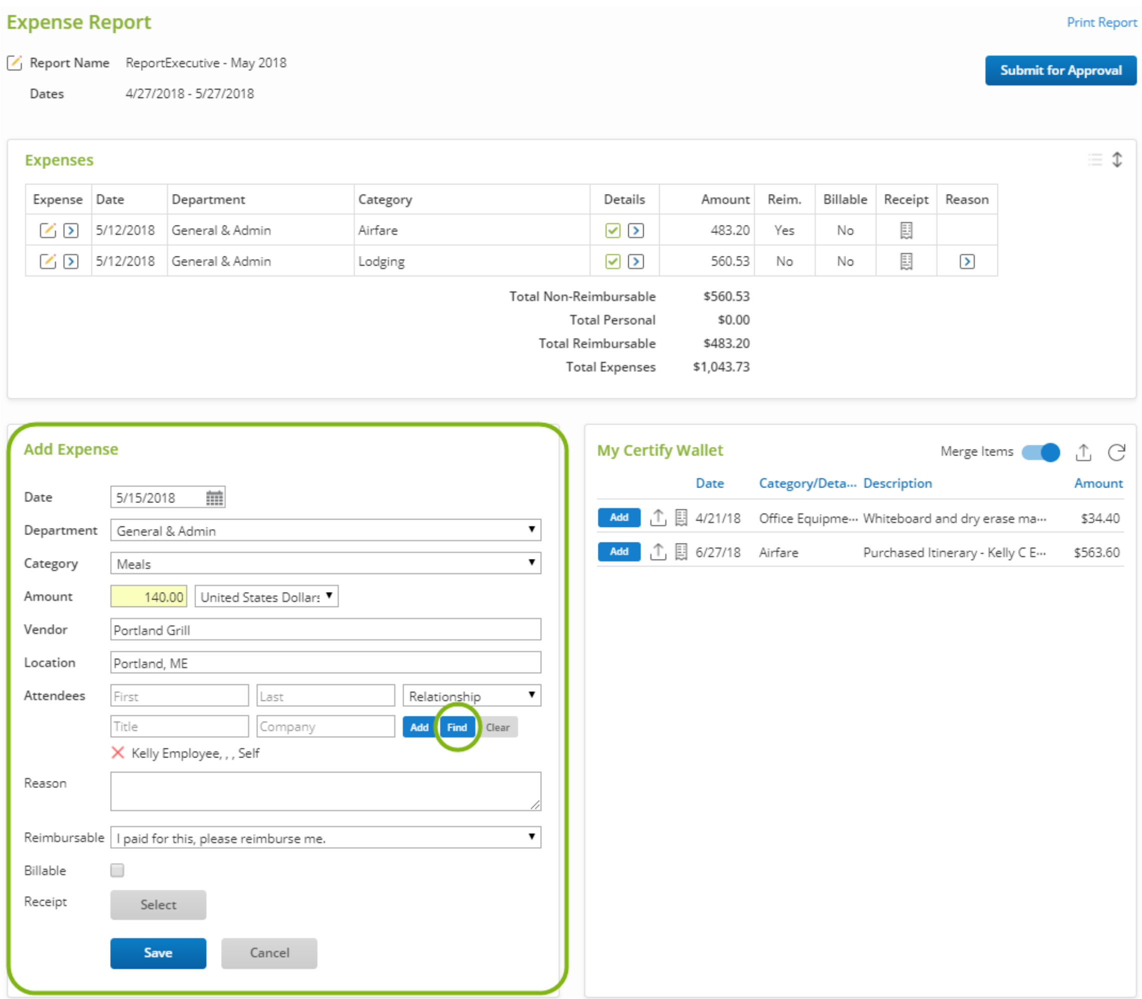
Step 1: On your Certify Home page, click **Drafts.**



Step 2: Click the **name** of the expense report to open.

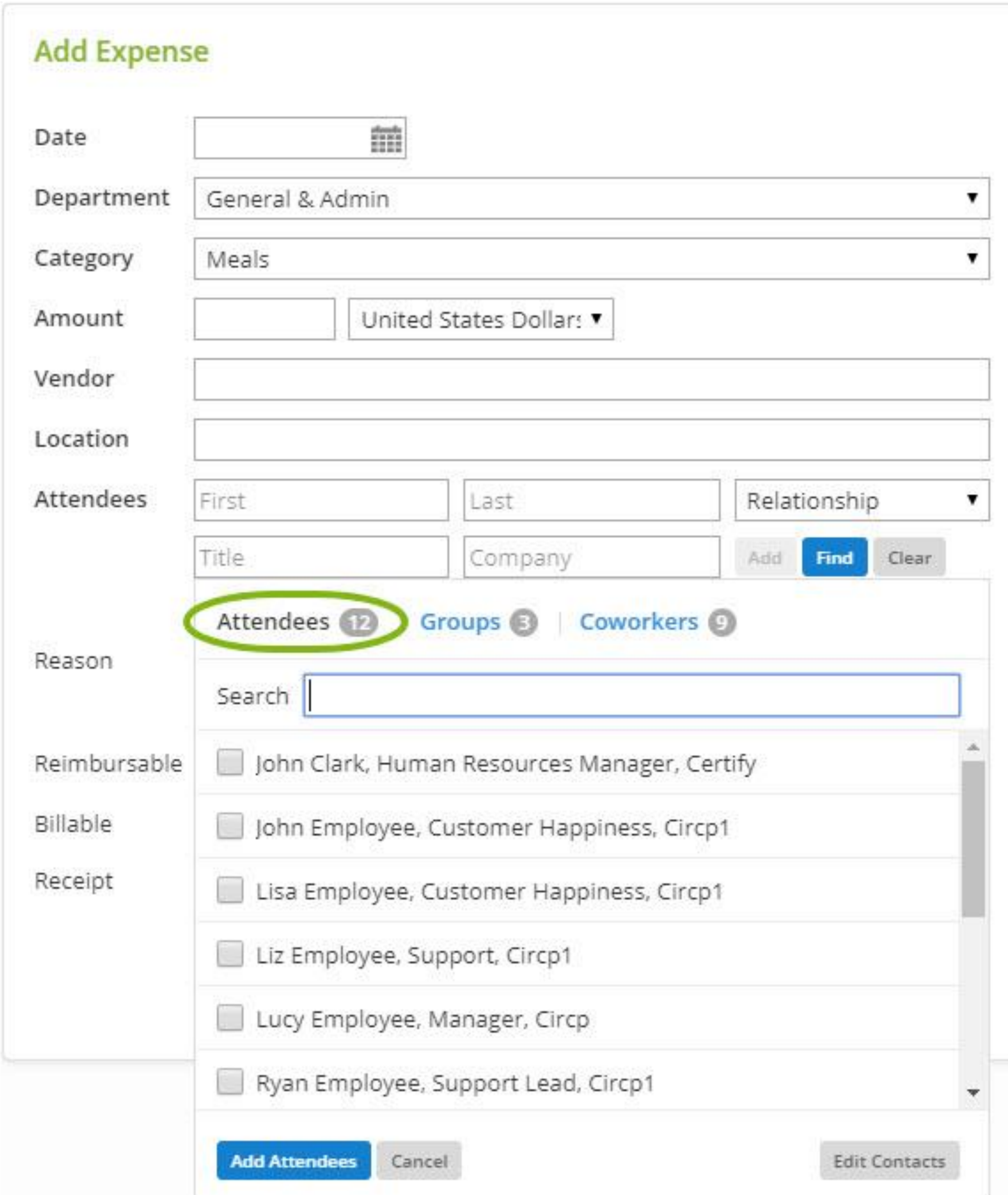


Step 3: Open an existing Meal expense line, or, create a new one in the **Add Expense** box. To add previously saved **Meal Attendee**, click **Find**.

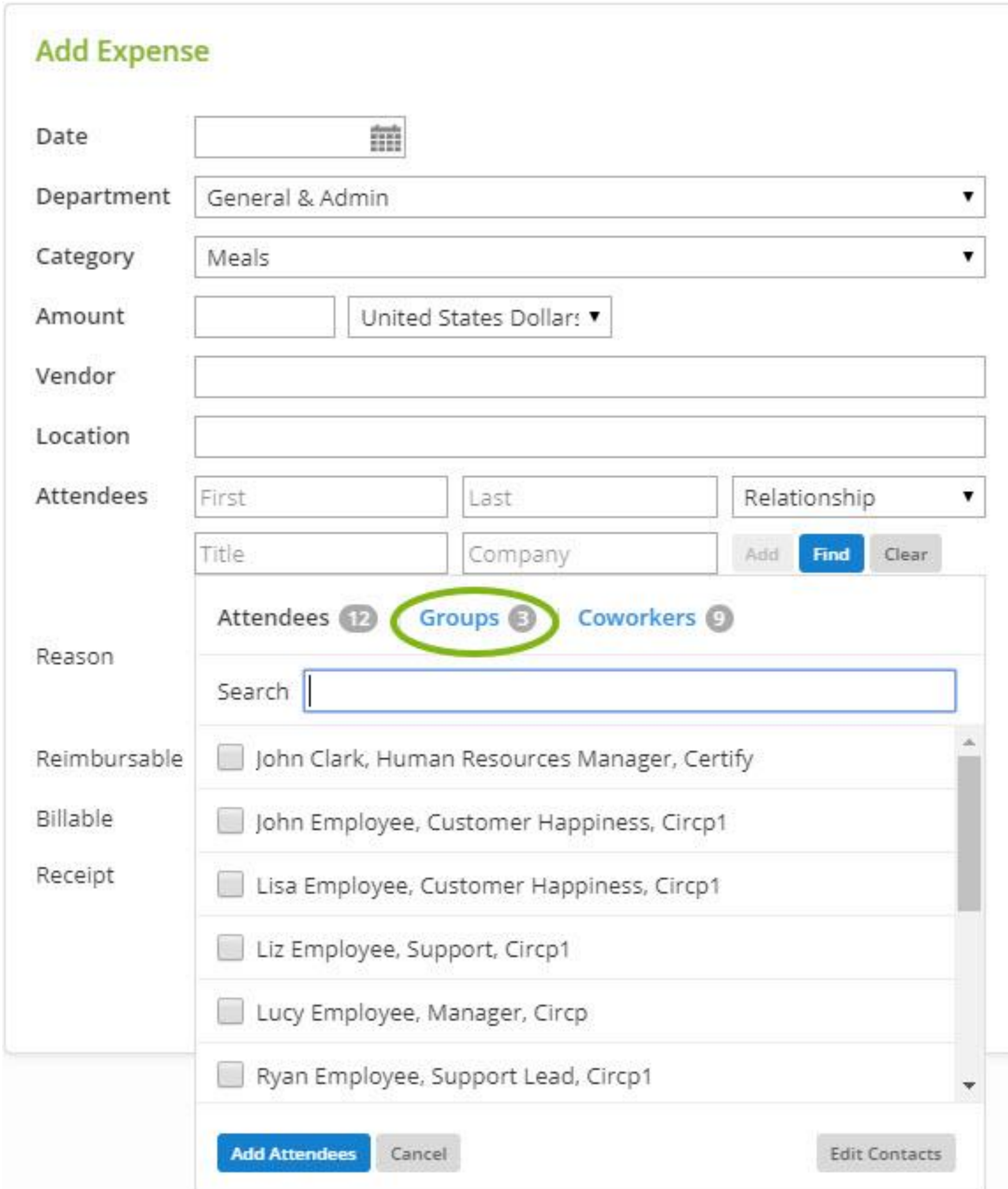


Step 4: From the **Find** popup window, select either:

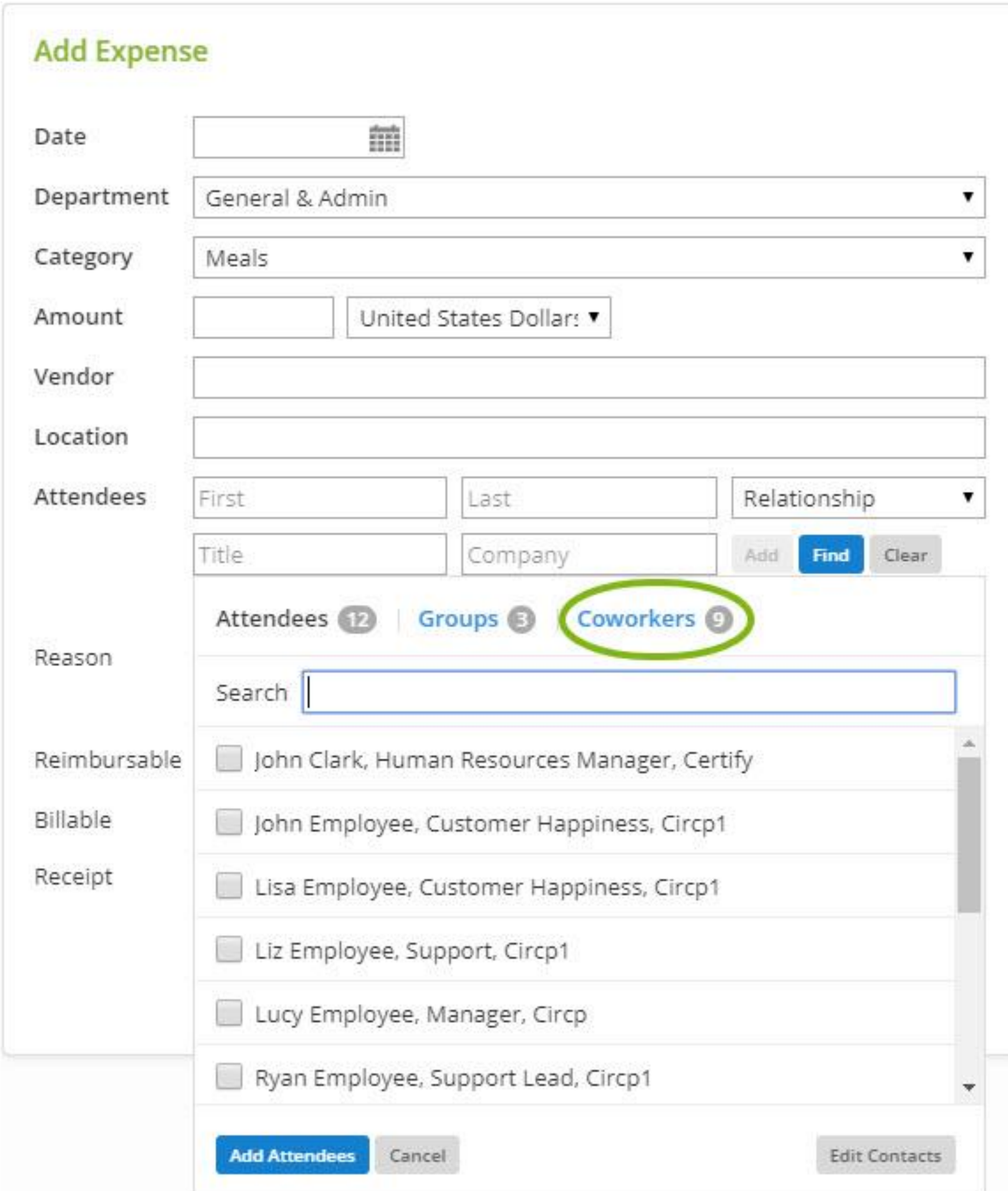
- the **Attendees** tab to select individual attendees that you have entered into Certify before.



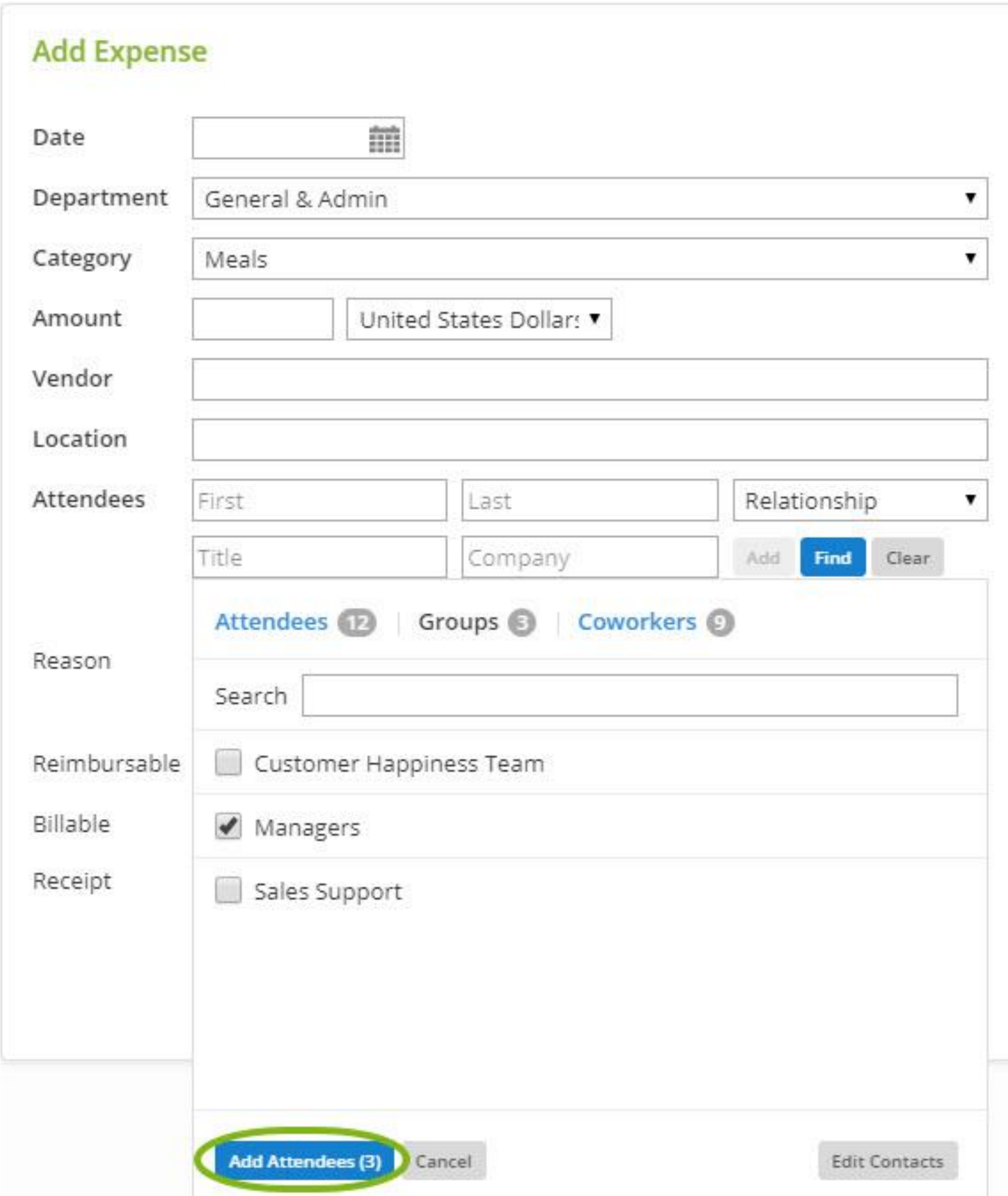
- the **Groups** tab to select a group of attendees. To add or manage your attendee **Groups**, see: Adding Groups of Meal Attendees to Your Account



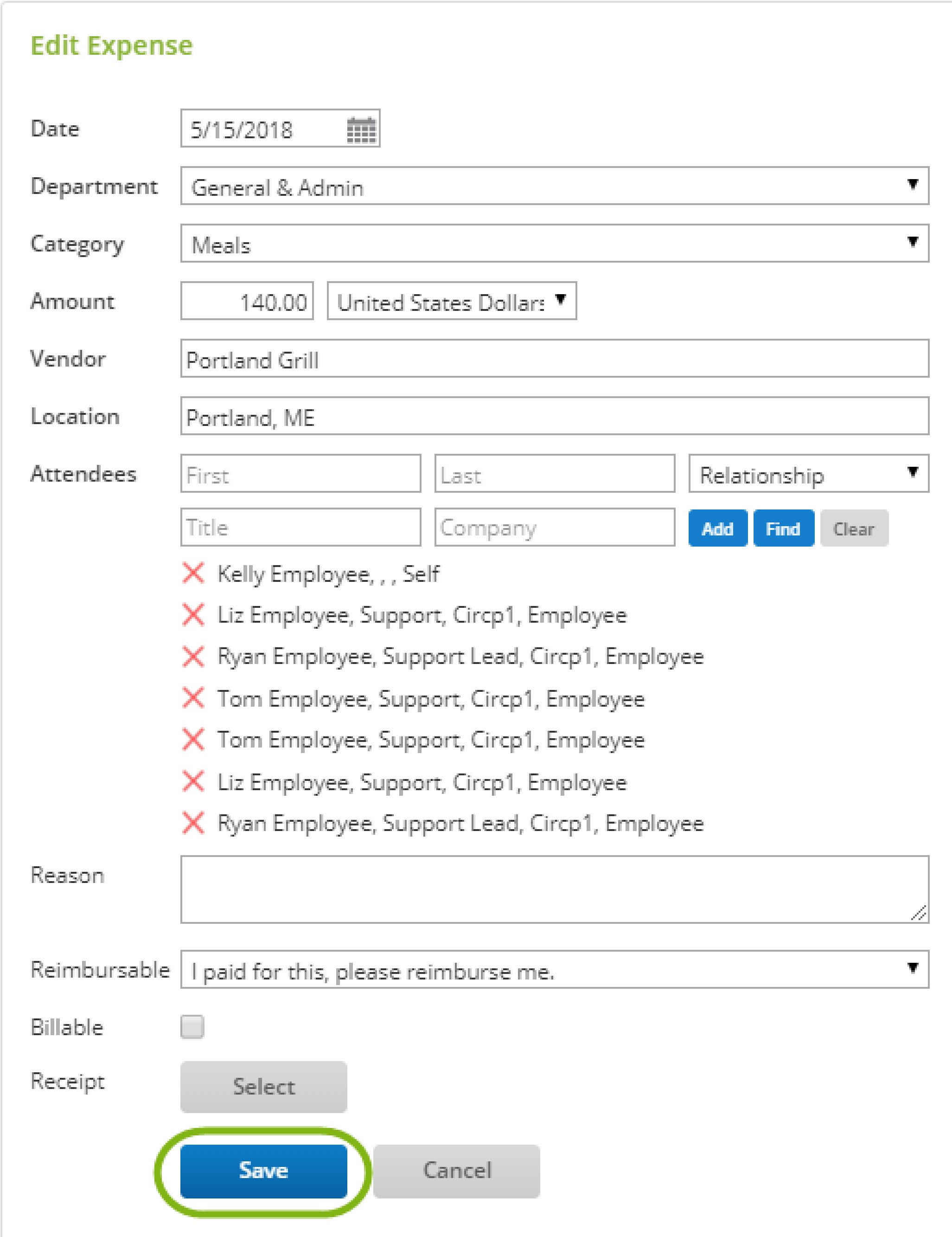
- the **Coworkers** tab to utilize the **Find My Coworkers** feature. Search for your coworkers within this list that is populated will all active **Certify** users within a given instance.



Step 5: Make your selections using the checkboxes. Then, click **Add Attendees.**



Step 6: Click **Save** to add the individual attendees, or group of attendees, to the expense. To remove an attendee, select the **red x** next to the attendee name.



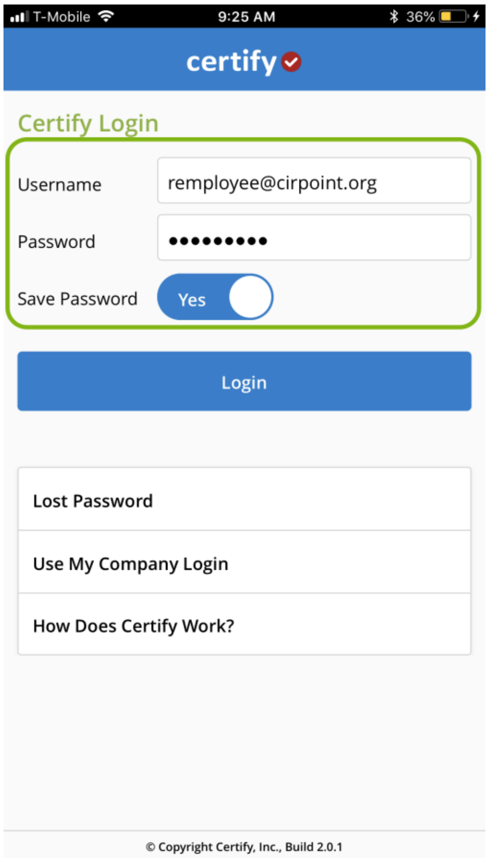
Submitting Receipts and Expenses

Adding Receipts using Certify Mobile

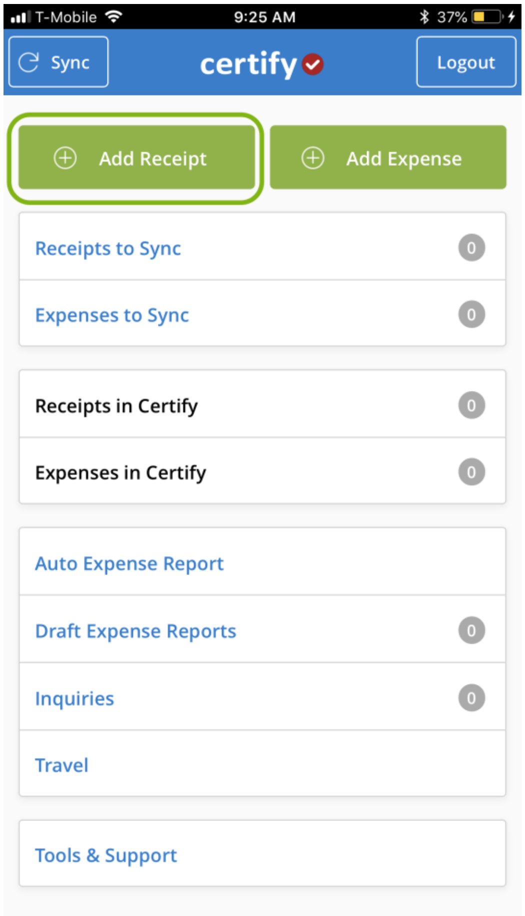
You can use the **Certify Mobile app** to easily upload receipts to your **My Certify Wallet** from your mobile device. The Certify Mobile app works with most devices including Windows Phone, Android, BlackBerry and iPhone.

This article shows you how to add receipts in the **Certify Mobile** app and sync them to your **My Certify Wallet**.

Step 1: Open the **Certify Mobile** app on your mobile device. Log in with your Certify **Username** and **Password**. Your username and password for Certify Mobile are the same as your login credentials you use to log into www.certify.com.



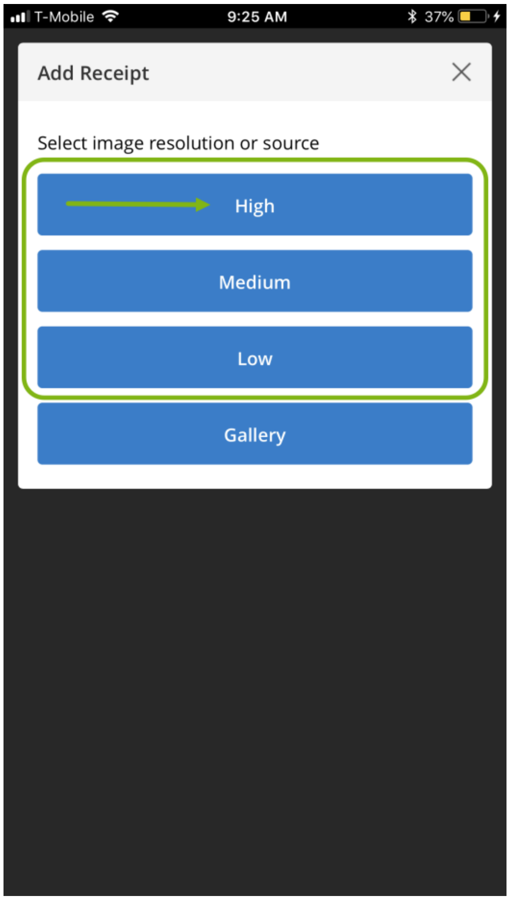
Step 2: On your **Certify Mobile** homescreen, tap **Add Receipt**.



Step 3: Select a photo resolution to open the camera screen on your mobile device. Photo resolution options include:

- **High / Medium –** Recommended
- **Low –** Use only if your device is short on storage
- **Gallery –** Use to add a receipt image from your mobile device's photo gallery

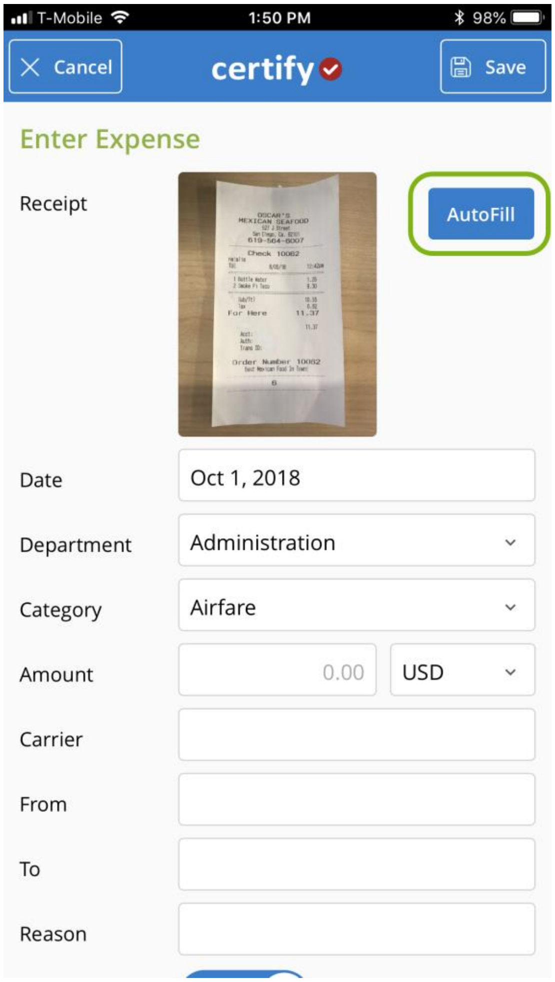
Please Note: To add multiple receipts at a time to your Certify Wallet, use the Upload or Email options available in your online Certify account at www.certify.com.



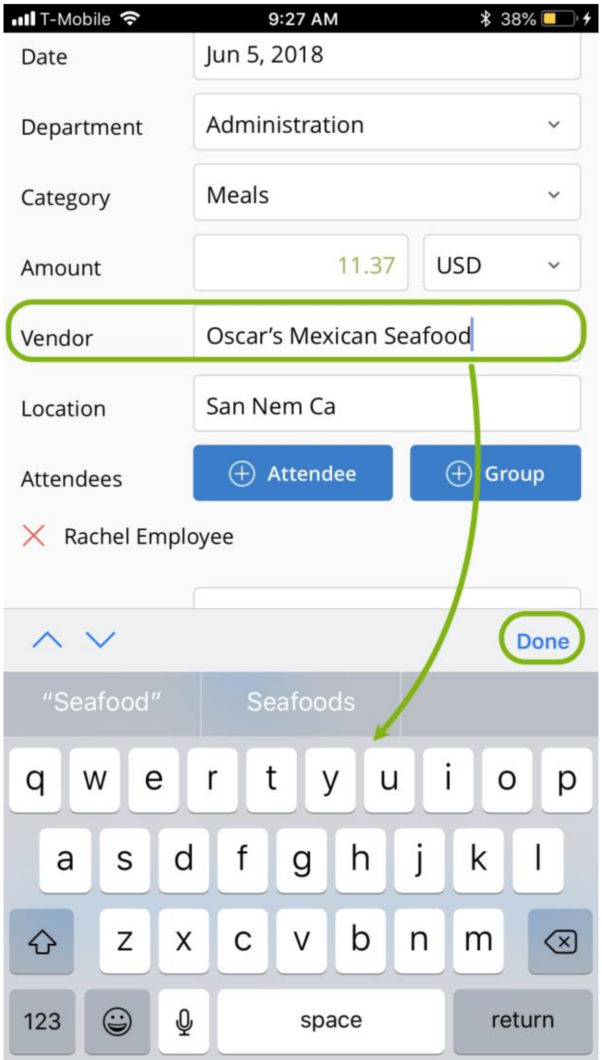
Step 4: The camera screen opens. Hold your camera 6 to 12 inches away and focus the camera screen on your receipt. Make sure the receipt fills the screen. Once the receipt looks clear and centered, tap the **Photo** button to capture the receipt image.

Step 5: On the next screen, tap **Use Photo** to save the receipt image.

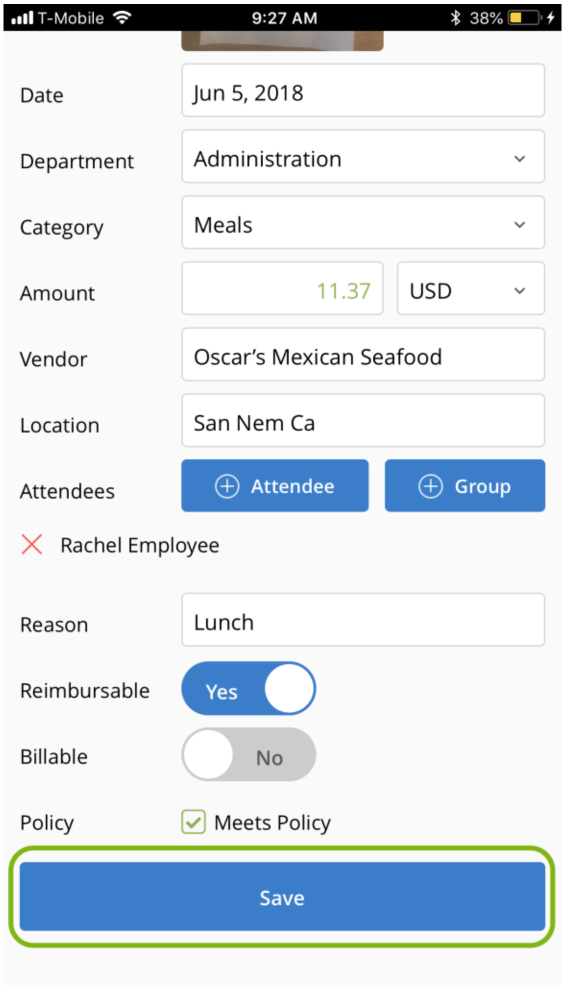
Step 6: On the next screen, tap **AutoFill** to scan the receipt image and populate the expense detail fields.



Step 7: If needed, make edits to the expense data by tapping the field you want to edit, entering the data, and tapping **Done** to save your edits.

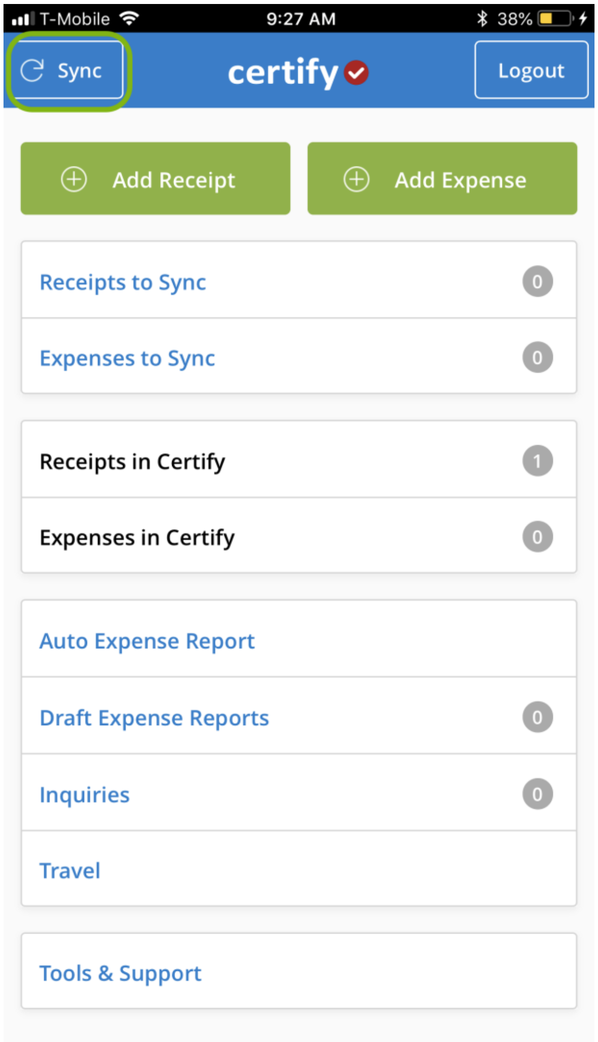


Step 7: Tap **Save** to save the receipt information.



Step 8: On your **Certify Mobile** home screen, tap **Sync** to upload the receipt and add it to your **My Certify Wallet**.

Please Note: If you find you uploaded a receipt in error, you can easily delete it. See Deleting Receipts Using Certify Mobile.

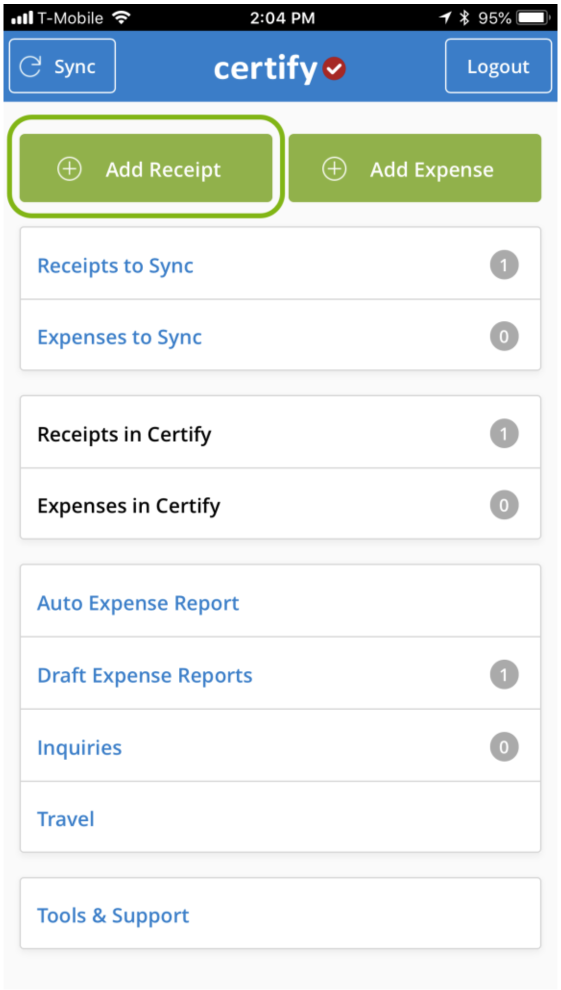


If you have ReportExecutive enabled, receipts in your **My Certify Wallet** are automatically added to an expense report for you. Alternatively, you can use the Certify Mobile Auto Expense Report Wizard to create an expense report on your mobile device.

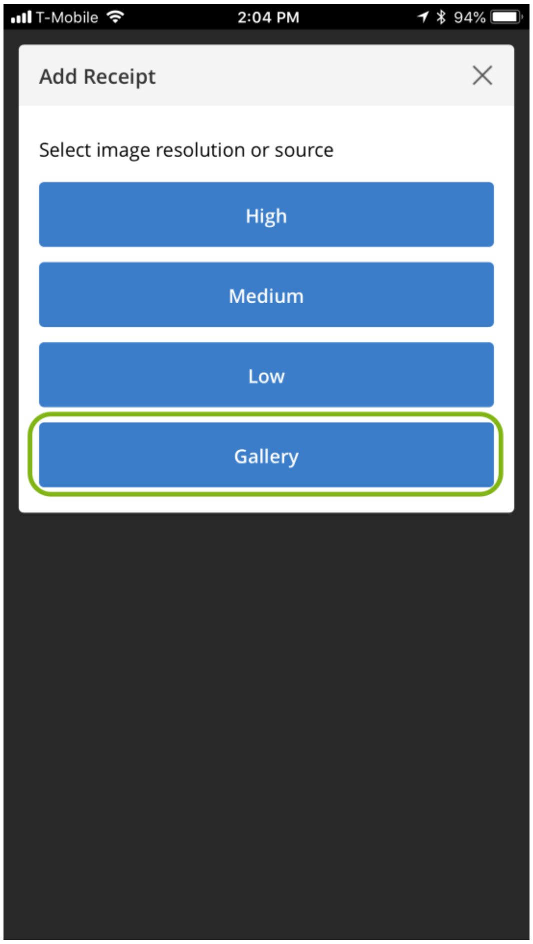
Adding Receipts from your Photo Gallery

You can add receipts to your Certify account by selecting photos of receipts in your mobile device's photo gallery to use in Certify Mobile instead of taking new pictures. This article shows you how to add receipts using the **Gallery** option in Certify Mobile.

Step 1: On your Certify Mobile app homescreen, tap **Add Receipt**.

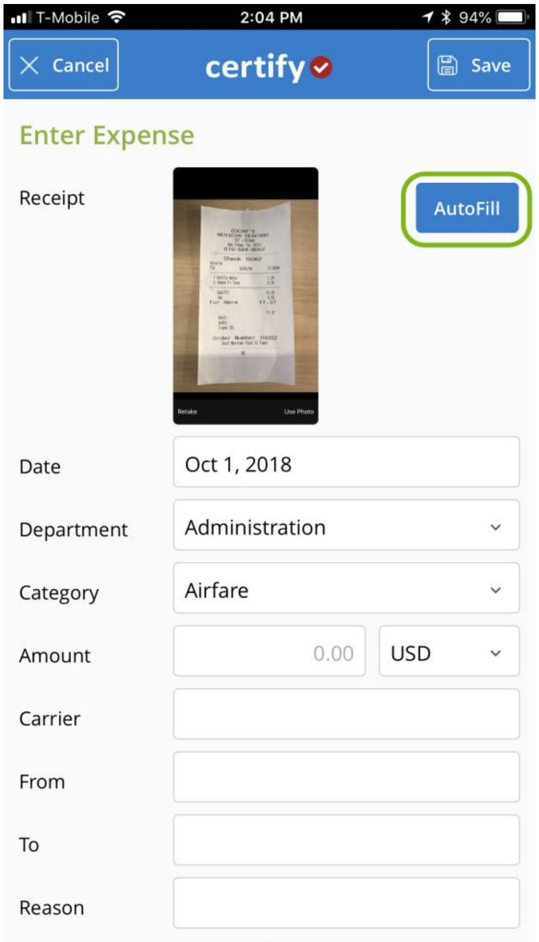


Step 2: On the next page, tap **Gallery**. This will pull up a selection of saved images on your device.



Step 3: Select the receipt image that you would like to add from your photo gallery with the Certify Mobile app.

Step 4: Tap **AutoFill** to allow Certify to scan your receipt for expense data. Enter any missing or additional expense information as needed. Tap **Save**.

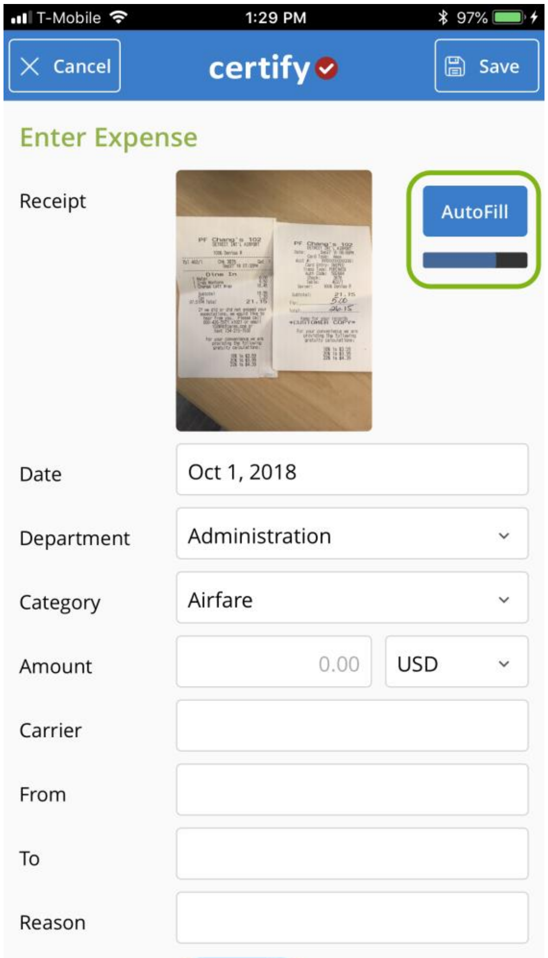


Step 5: Tap **Sync** to send the receipt to your Certify Wallet.

Certify Mobile Tip Assist

Often, tip and gratuity amounts are written in handwriting and may be hard to read. **Tip Assist** presents an easy-to-use screen for adding tip amounts accurately via Certify Mobile. This article shows you how to utilize the Tip Assist feature.

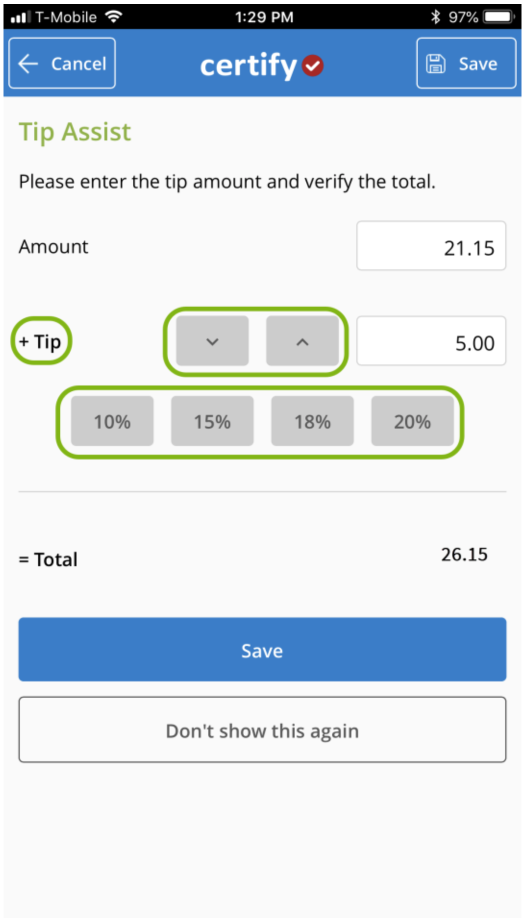
Step 1: In **Certify Mobile**, capture a receipt image, and then click the **AutoFill** button.



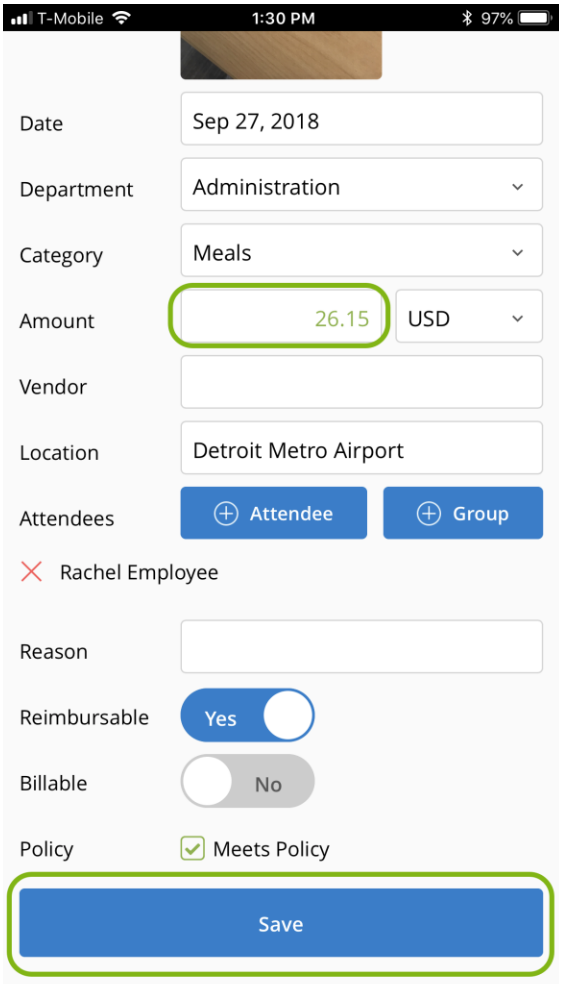
When **Autofill** detects a **Tip** or **Gratuity** line on the receipt image, the **Amount** field will populate with a yellow background and the **Tip Assist** screen will pop up.

Step 2: Add the tip amount in three different ways:

- Enter the amount directly in the **+Tip** amount field.
- Tap the up/down arrows to add or deduct whole dollars. When used with the percentage option, the arrows will initially round up/down to the closest whole dollar, then increase or decrease in one dollar increments.
- Select a tip percentage.



Step 3: Click **Save** and the tip is added to the expense amount.

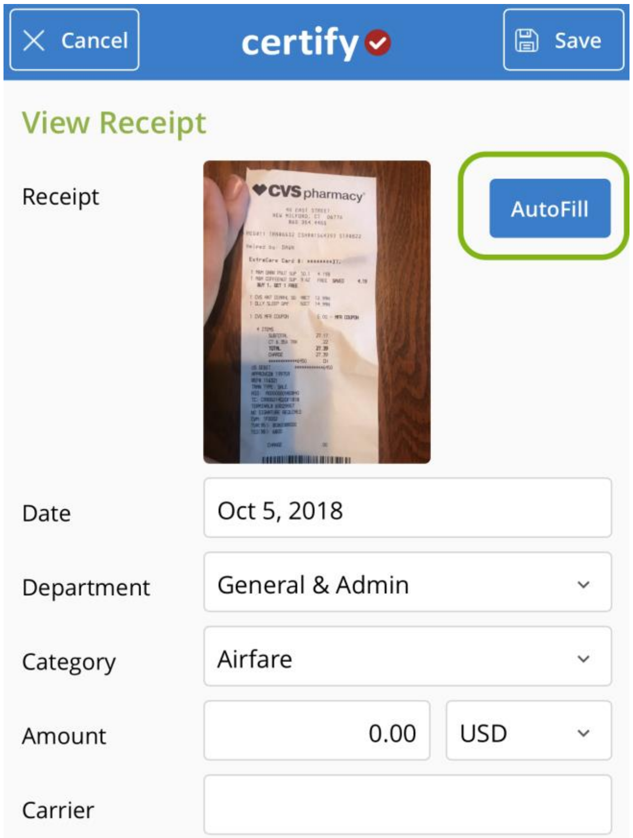


AutoFill Tips & Tricks

Certify Mobile's **AutoFill** feature uses our **ReceiptParse** technology to extract data from receipt images and automatically fill in your expense data fields.

By analyzing expense and receipt formats across the entire business expense landscape, Certify ReceiptParse achieves the highest parsing accuracy available anywhere. Global business travel spending habits, usage patterns, and trending behaviors are analyzed with prediction algorithms to continuously improve results.

Certify’s ReceiptParse technology will interpret receipt images as actionable expense data, streamlining the process and saving you time.



Tips and Tricks for using AutoFill

- Take photos of receipts under good lighting conditions

- Make sure the text in the photo is clearly focused

- Hold the camera close enough to the receipt so as to fill the screen with the receipt text – this may be from 6 to 12 inches depending on the size of the receipt you are photographing

- Do not circle amounts or write on receipts

- Take a picture of the physical receipt, instead of, for example, taking a photo of your computer screen

- Use a strong, steady data or Wi-Fi connection

- ReceiptParse cannot read handwritten receipts; tip amounts will need to manually adjusted

Linking Expenses to 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.

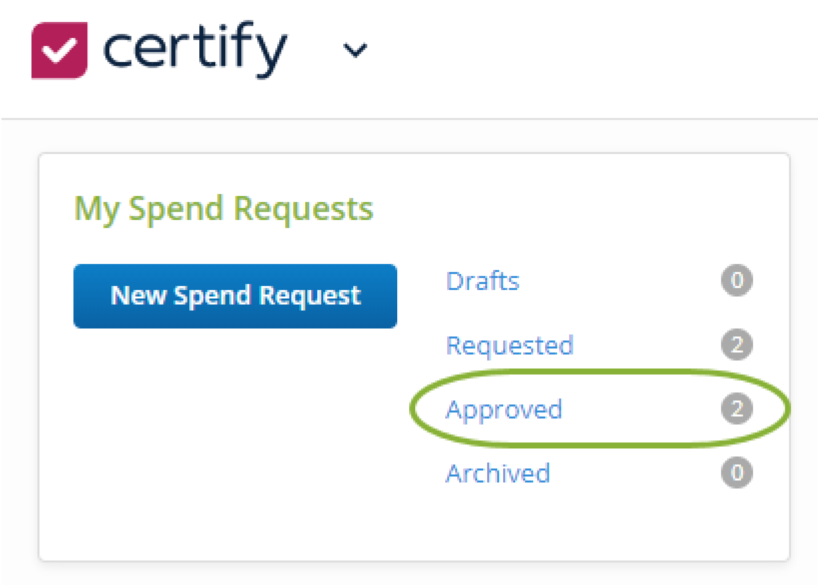
After the initial **Spend Request** has been approved by a **Manager**, expenses can then be uploaded and linked to the request. A **Spend Request** can be linked to an **Expense Report** in two ways.

This article shows you, a **Certify User**, how to link expenses to **Spend Requests**.

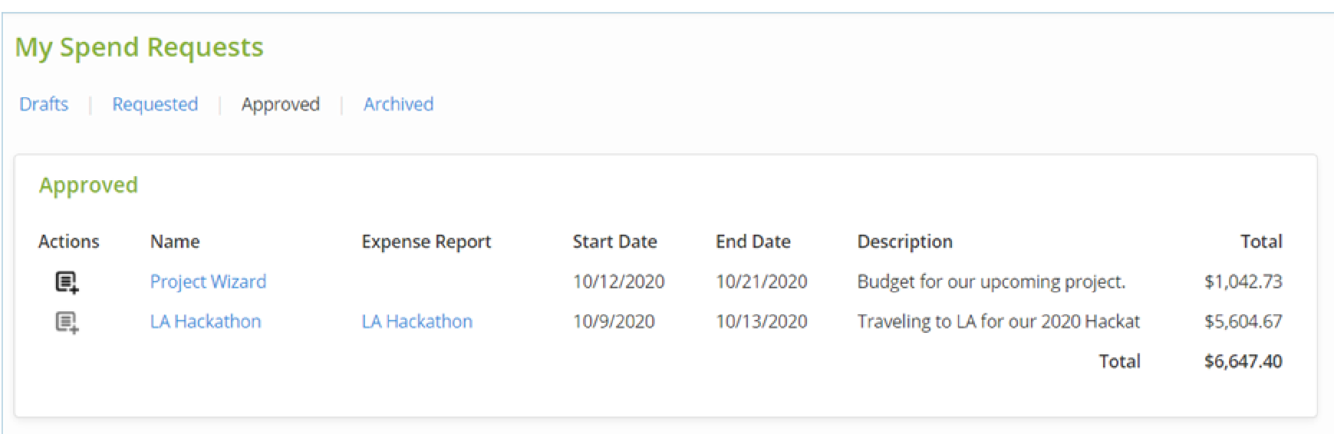
Creating a New Expense Report

One way to link expenses to an approved **Spend Request** is to create a **New Expense Report**.

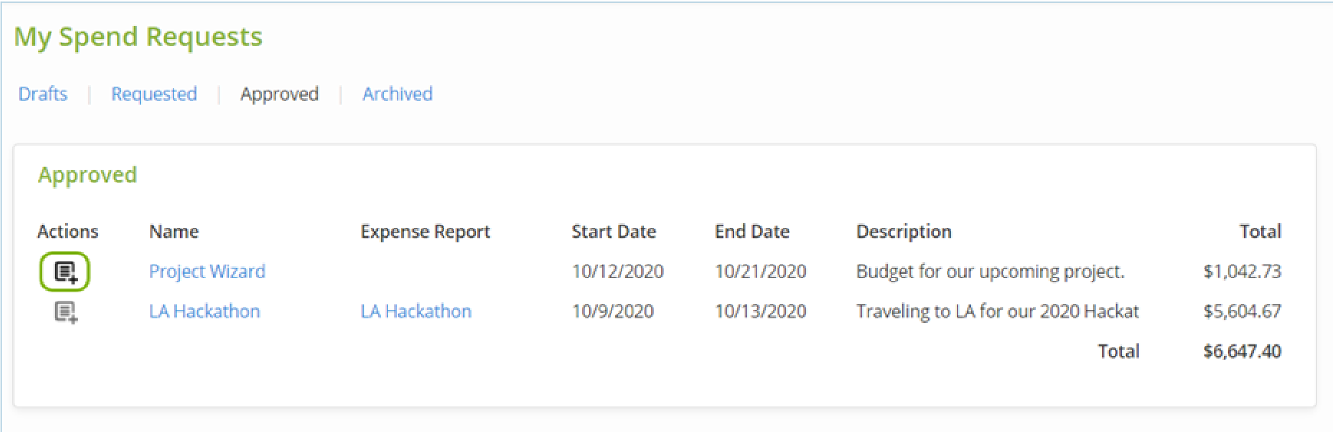
Step 1: Under the **Spend Request** action on the **Certify** homepage, click **Approved**.



Step 2: The **My Spend Requests** page opens to the **Approved** tab. From here you can also view any **Drafts**, submitted **Requests**, or **Archived** requests.

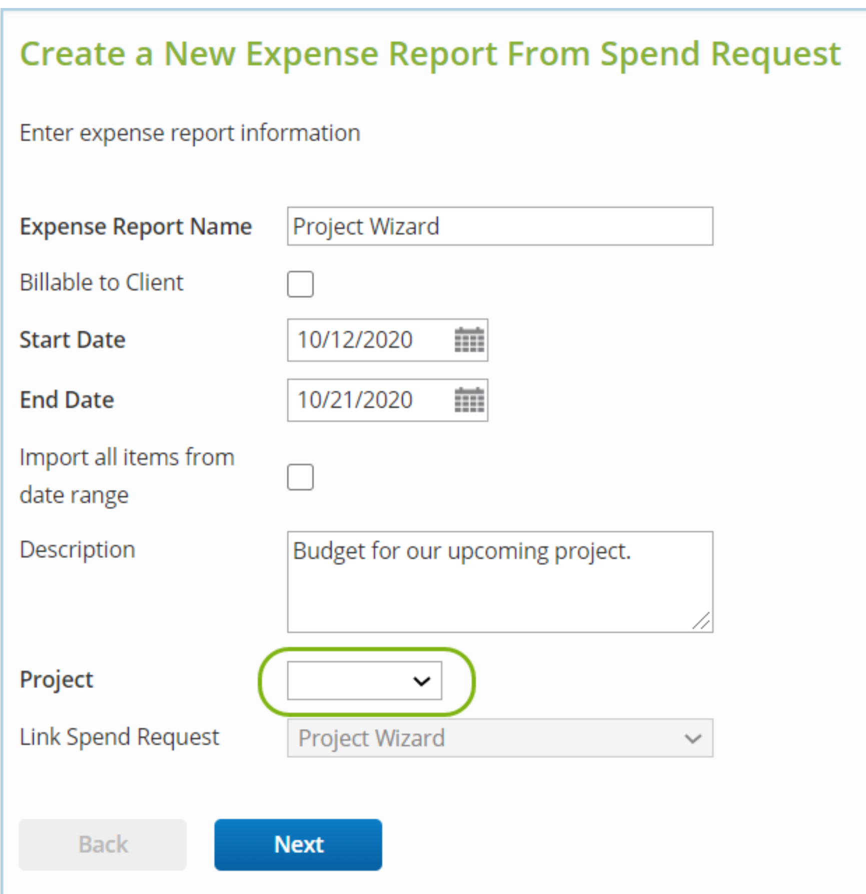


Step 3: Click the **Notepad** icon under the **Actions** column. If a **Spend Request** has already been linked to an **Expense Report**, the **Notepad** icon will appear gray and the report will show under the **Expense Report** column.

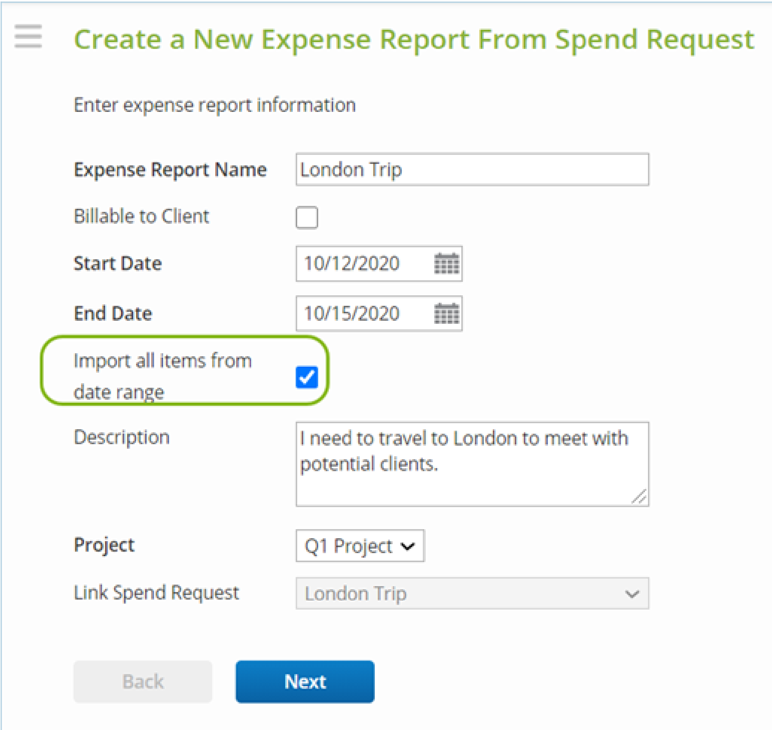


***Please Note: Spend Requests** can only be linked to a single **Expense Report**.*

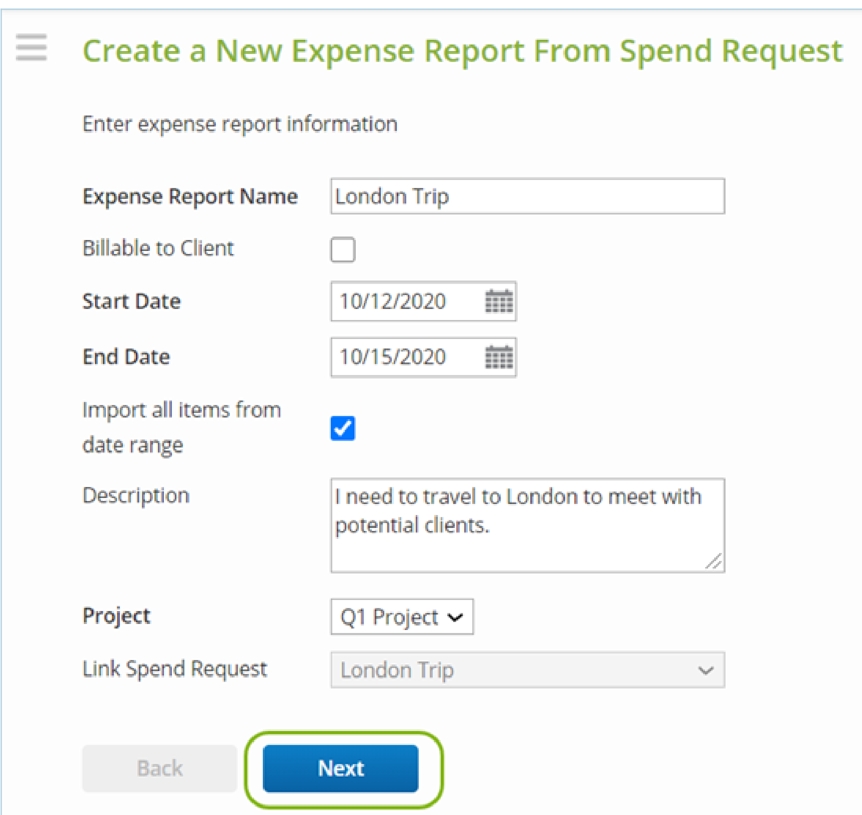
Step 4: A **New Expense Report** is created and automatically linked to the selected **Spend Request**.



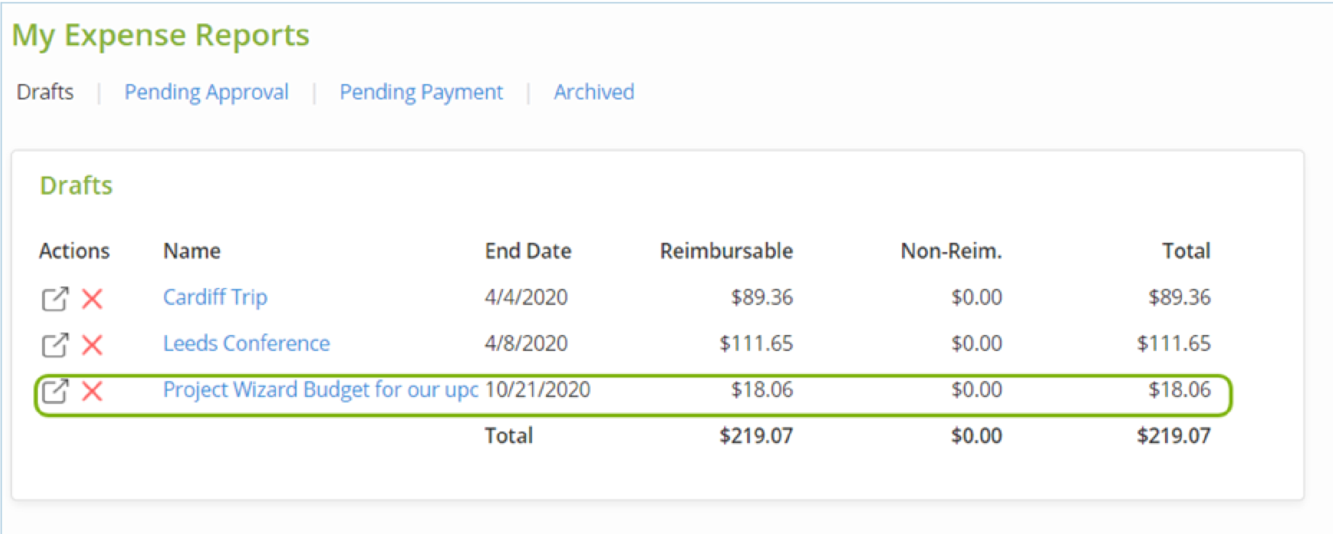
Step 5: To add specific expenses from your **Certify Wallet** to the **New Expense Report**, check **Import All Items from Date Range**.



Step 6: Click **Next** to generate the **Expense Report**.



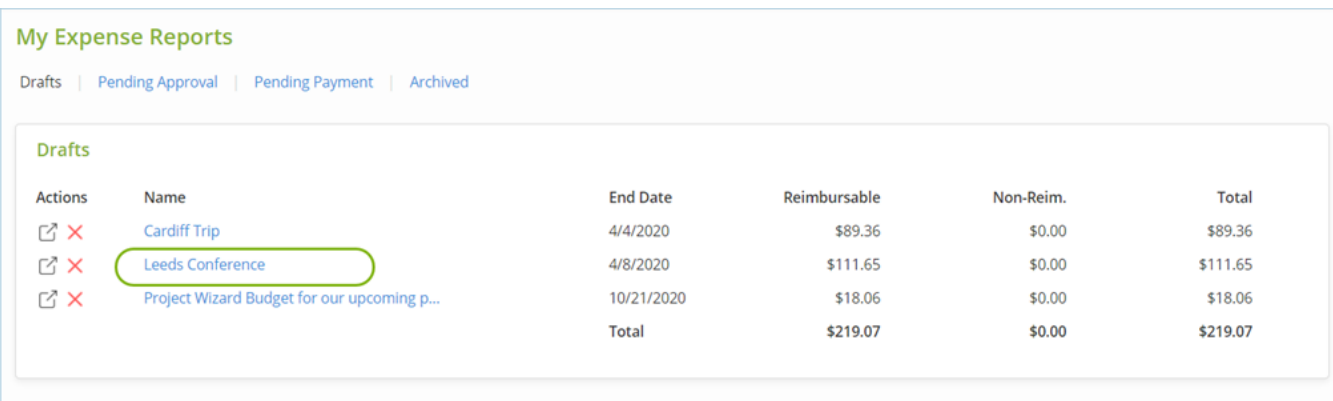
Step 7: The report then appears in your **Expense Report Drafts**.



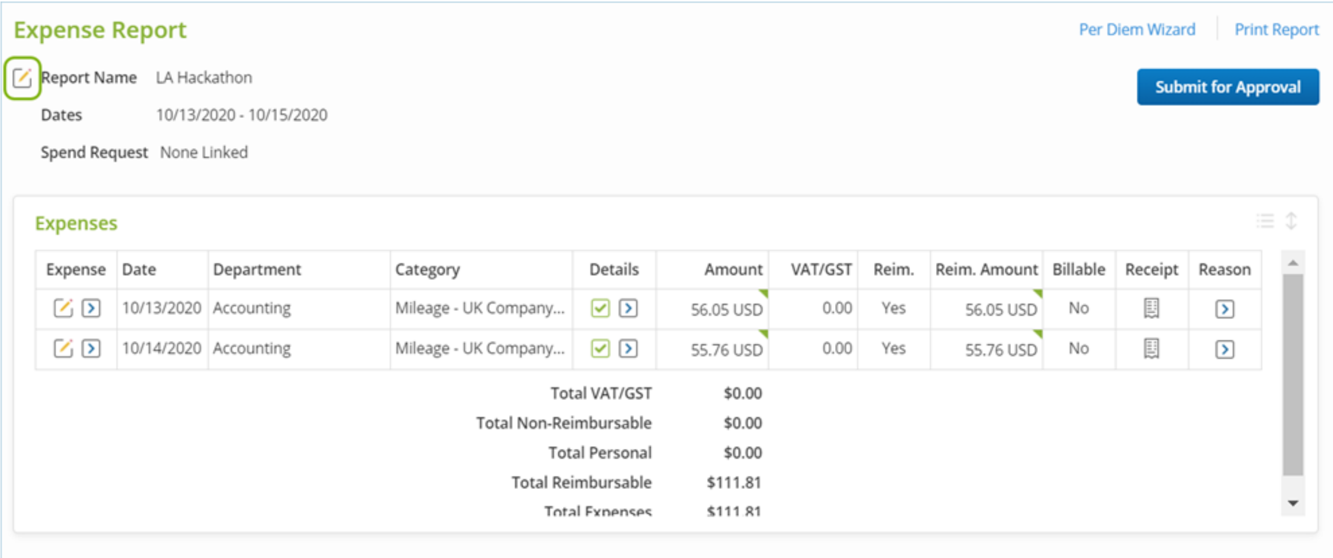
Existing Expense Reports

Another way to link expenses to a **Spend Request** is via an existing **Expense Report**.

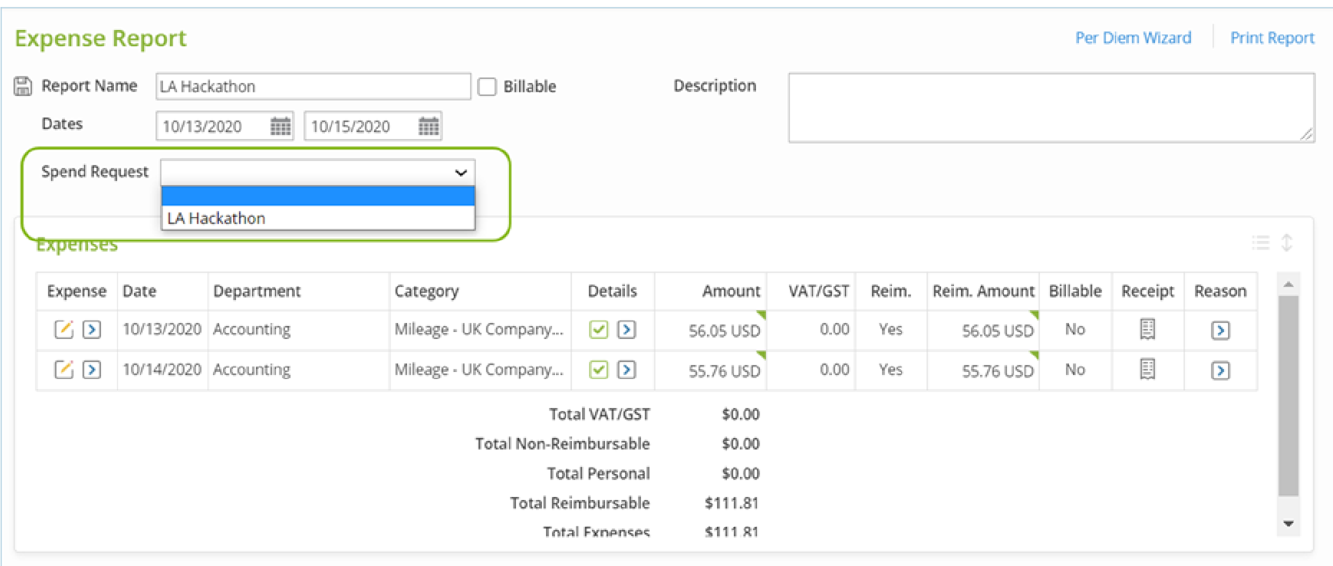
Step 1: On the **Expense Report Drafts** page, click an unlinked **Expense Report**.



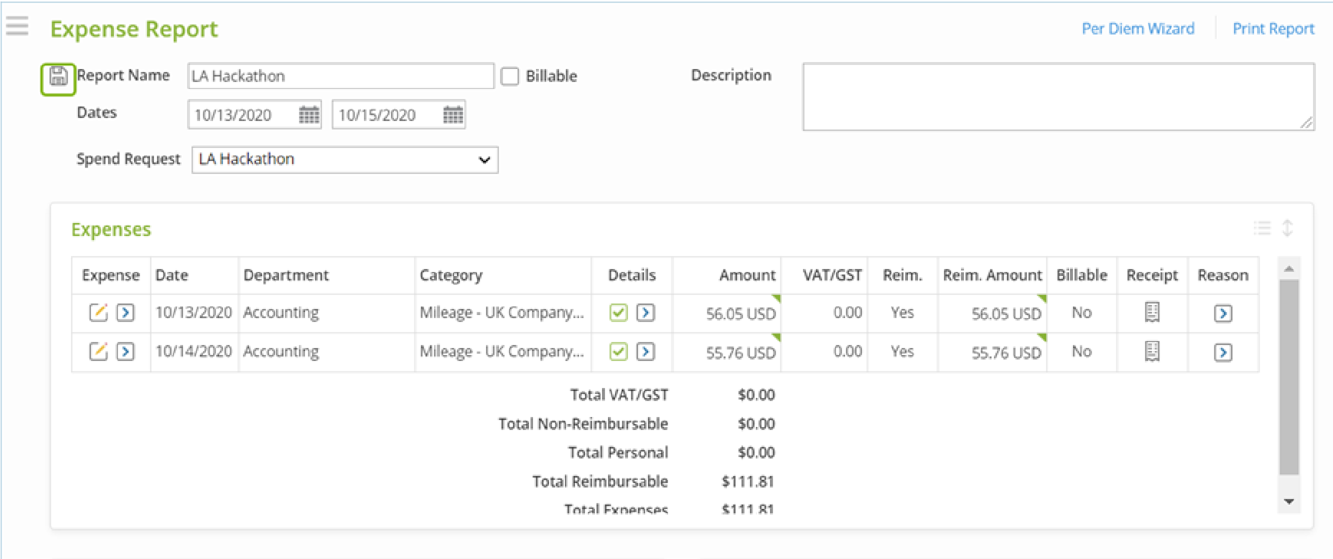
Step 2: The **Expense Report** opens. Click the **Pencil** icon next to the **Report Name**.



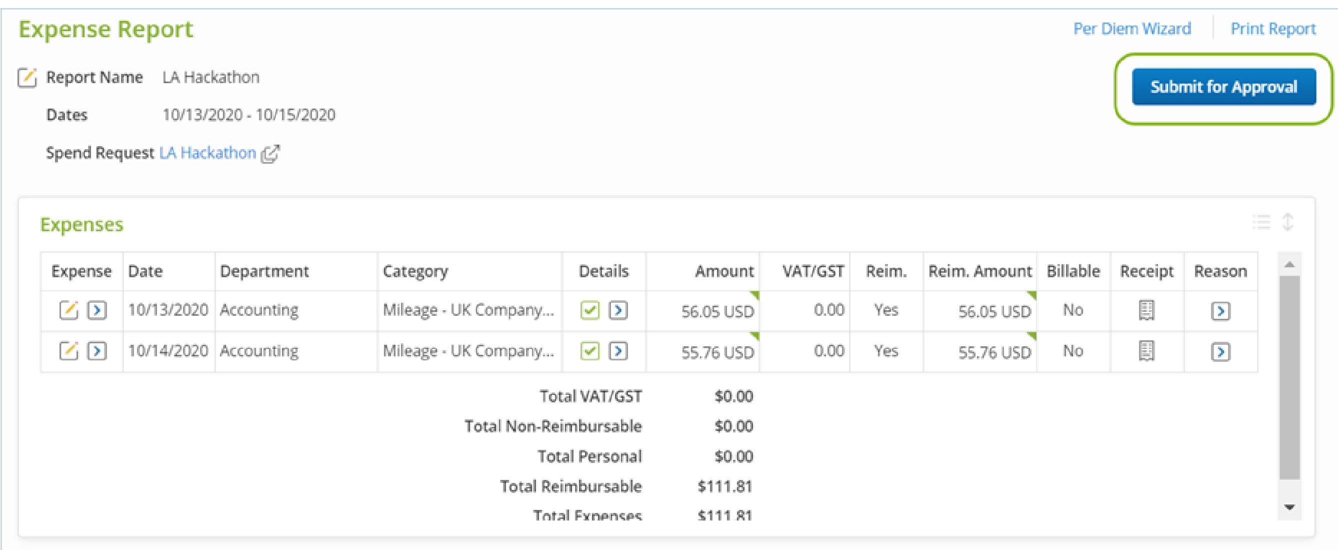
Step 3: Select a **Spend Request** from the dropdown menu.



Step 4: Click the **File** icon to save and link the **Spend Request** to the **Expense Report**.

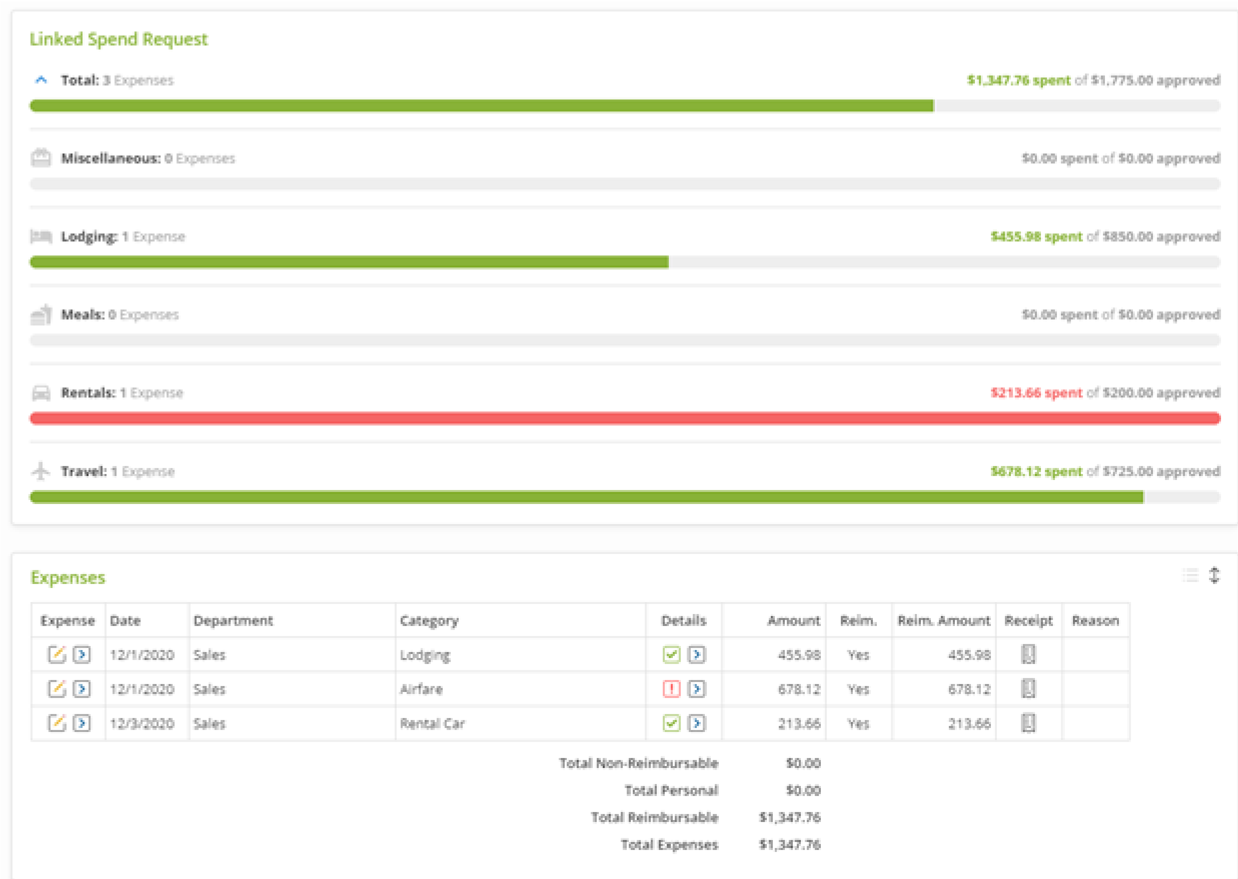


Step 5: Once the **Expense Report** is linked to a **Spend Request**, and all expenses have been uploaded, click **Submit for Approval**.



Spend Tracker

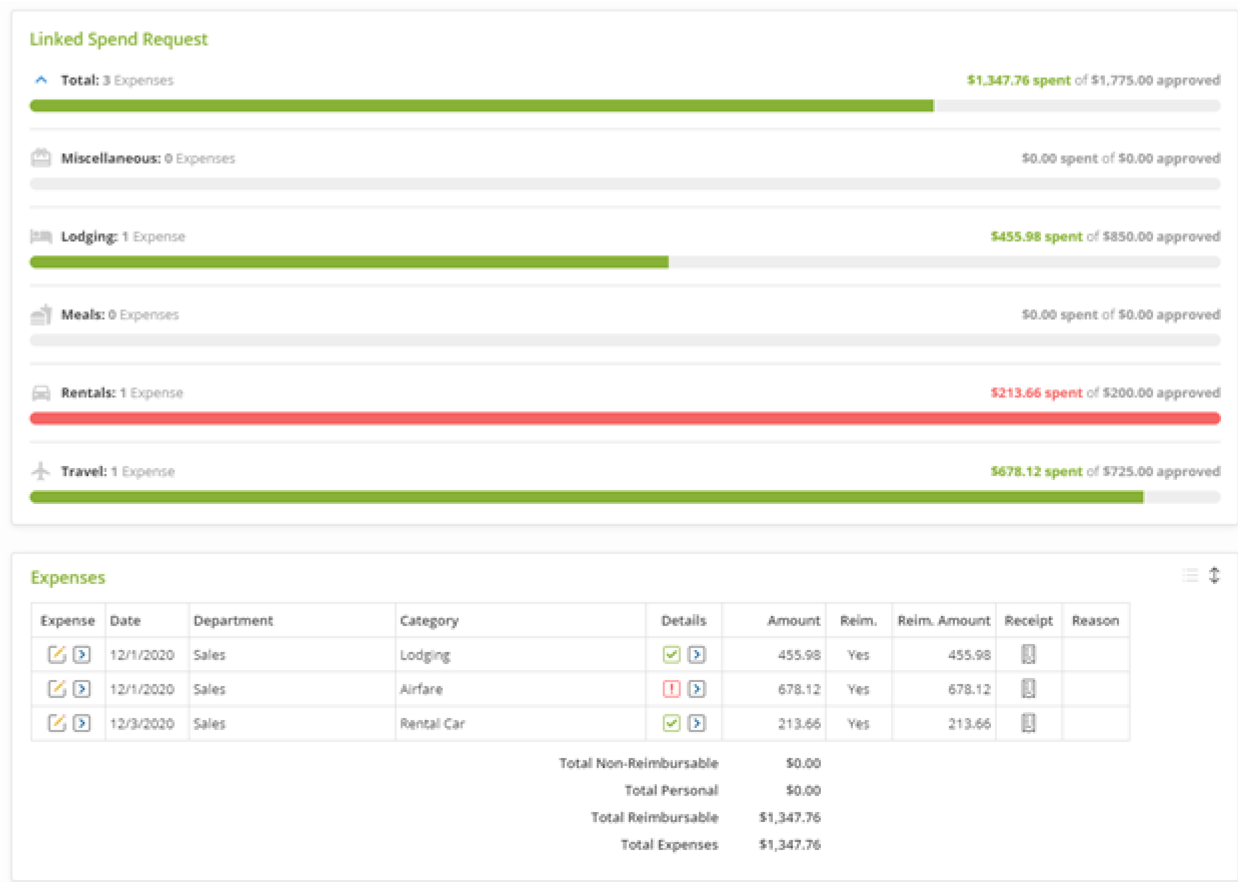
Now that the **spend request** is linked to an **expense report**, you will see the **Spend Tracker** tool at the top of your expense report.



The **Spend Tracker** visualizes your spend against the pre-approved amount from the **spend request**. Spend Tracker currently tracks any expense in the expense report which is one of the following expense types:

- Cash Expense (Miscellaneous)
- Lodging
- Meals
- Rentals
- Travel

This is used for both **Itemized** and **Lump Sum spend requests**. When an **Itemized spend request** is linked to an expense report, the user will be able to expand the Spend Tracker to see a breakdown of spend by expense type.

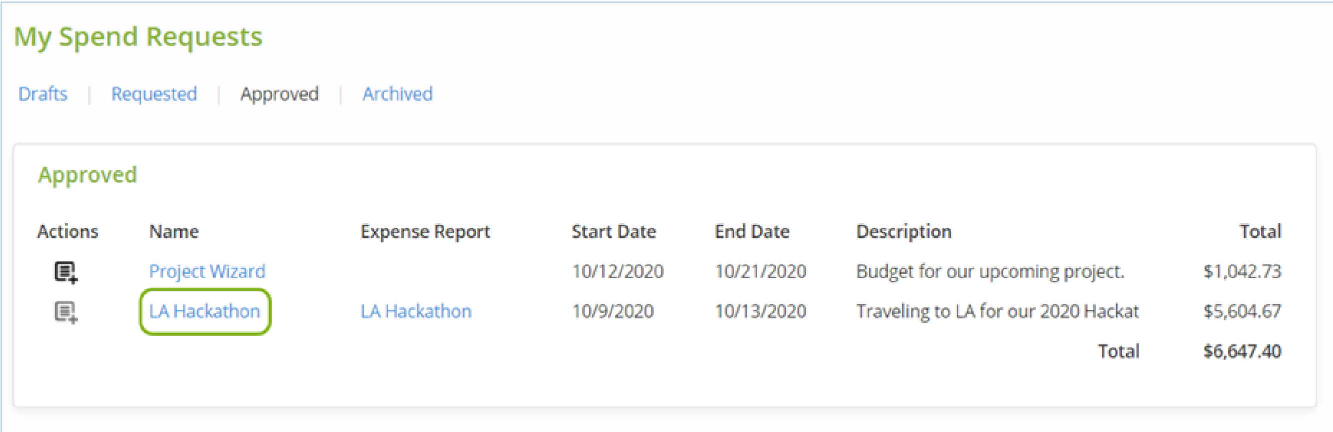


Deleting an Approved Spend Request

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.

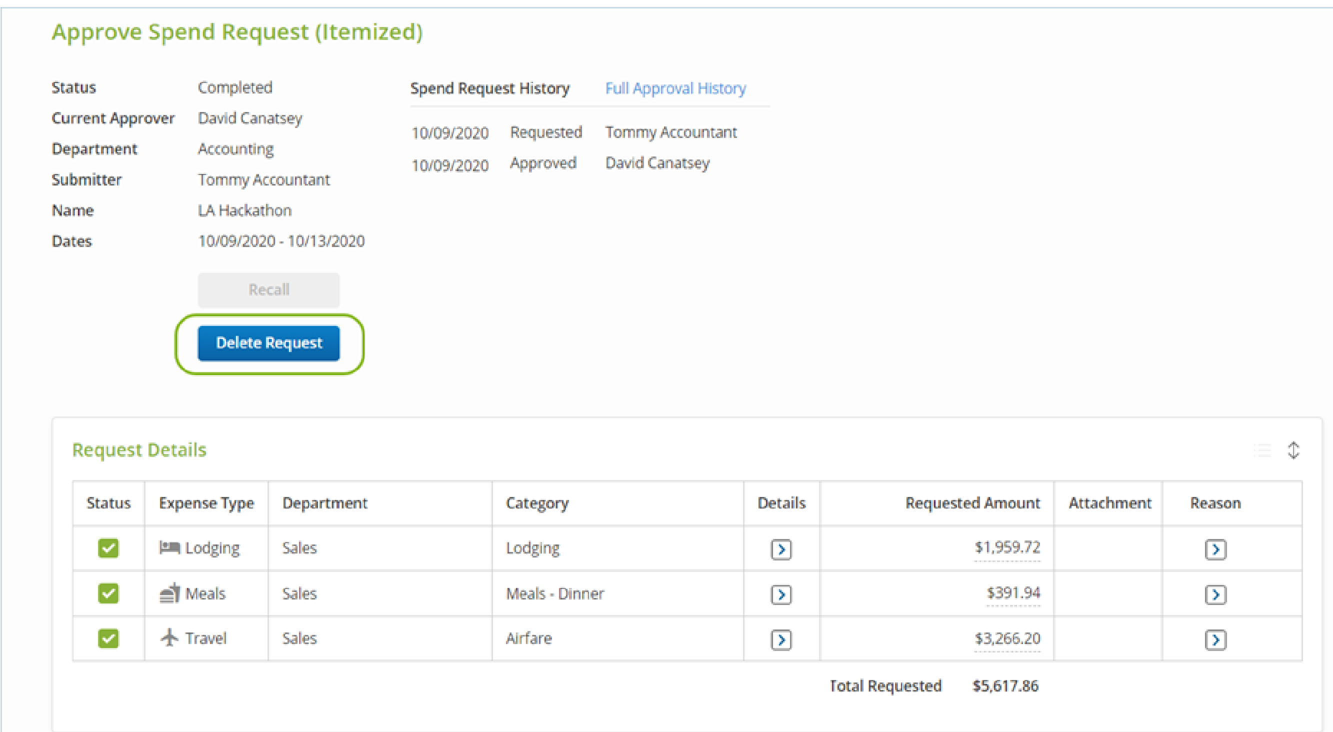
This article shows you, a **Certify Accountant**, how to delete an approved **Spend Request**.

Step 1: To delete a **Spend Request**, select a request listed under the **Name** column.



***Please Note**: Only a **Certify Accountant** can delete a **Spend Request** once it has been approved.*

Step 2: Click the **Delete Request** button. Once a **Spend Request** has been deleted, it is immediately removed from the **My Spend Requests** page.

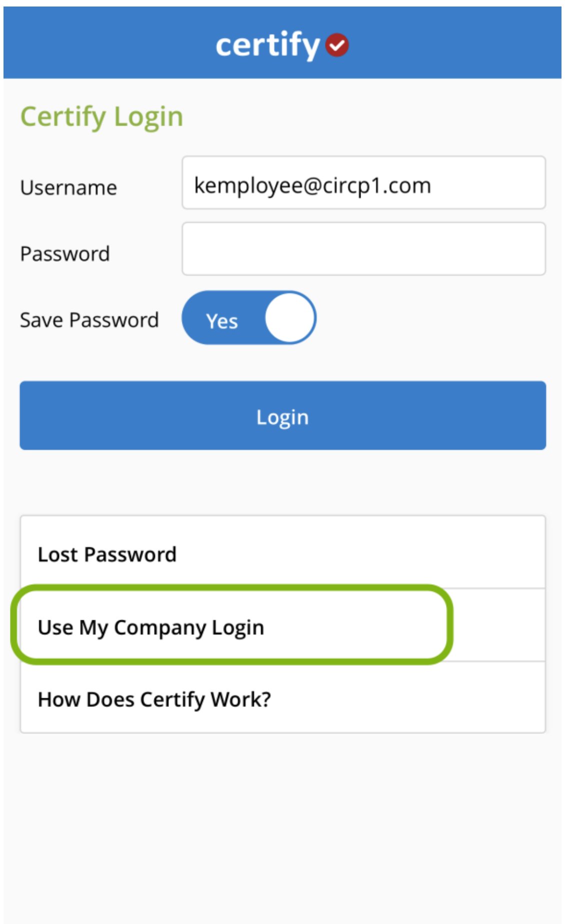


If a **Spend Request** has not been opened by an **Approver**, the request can be recalled by using the **Recall** button.

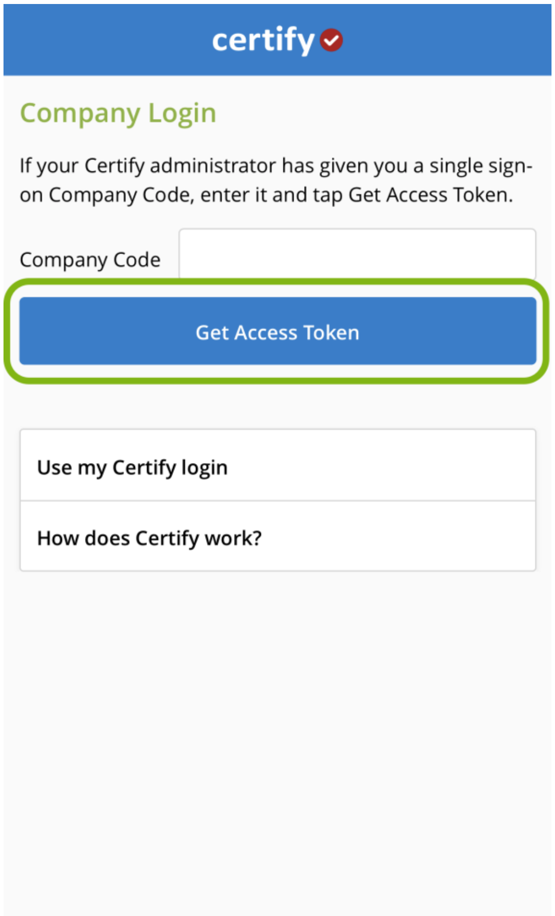
Certify Mobile Single Sign-On

Some companies have enabled **Certify Single Sign-On** for their users. Single sign-on allows users to maintain one username and password for access to the company's applications, business tools, communication resources, etc. Certify has extended the single sign-on feature to our mobile app, Certify Mobile. This article shows you how to configure single sign-on on Certify Mobile.

Step 1: To begin configuring single sign-on, tap **Use my Company Login** on your Certify Mobile homescreen.

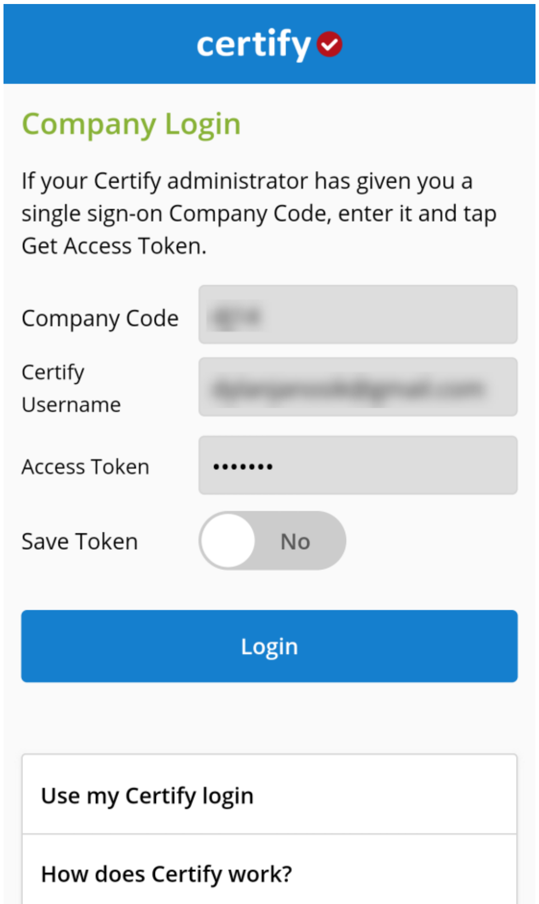


Step 2: Enter your company code and tap **Get Access Token**. The company code can be obtained from your company's Certify Administrator.



Step 3: Enter your company's single sign-on credentials. This is the username and password that you use to access other applications and tools in your company.

Step 4: After entering your single sign-on credentials, you will be returned to the Certify Mobile homescreen, where you can save your **Access Token**.

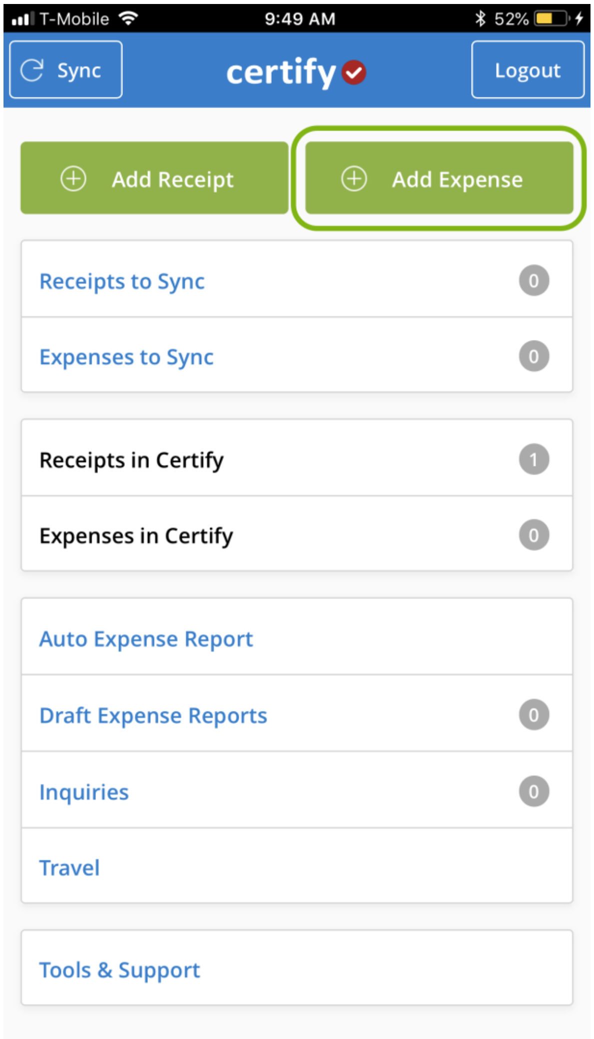


Step 5: After saving your **Access Token**, you will be able to log into Certify Mobile using your company's single sign-on credentials.

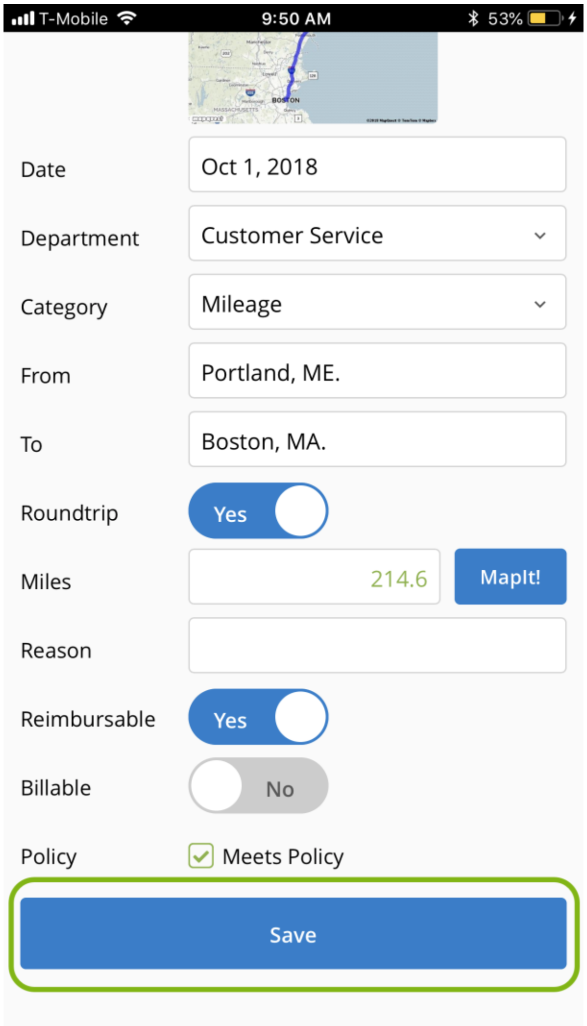
Adding Expenses using Certify Mobile

Some expenses, such as mileage, will not have a receipt that can be attached to the expense. This article shows you how to add one of these types of expenses on the Certify Mobile app.

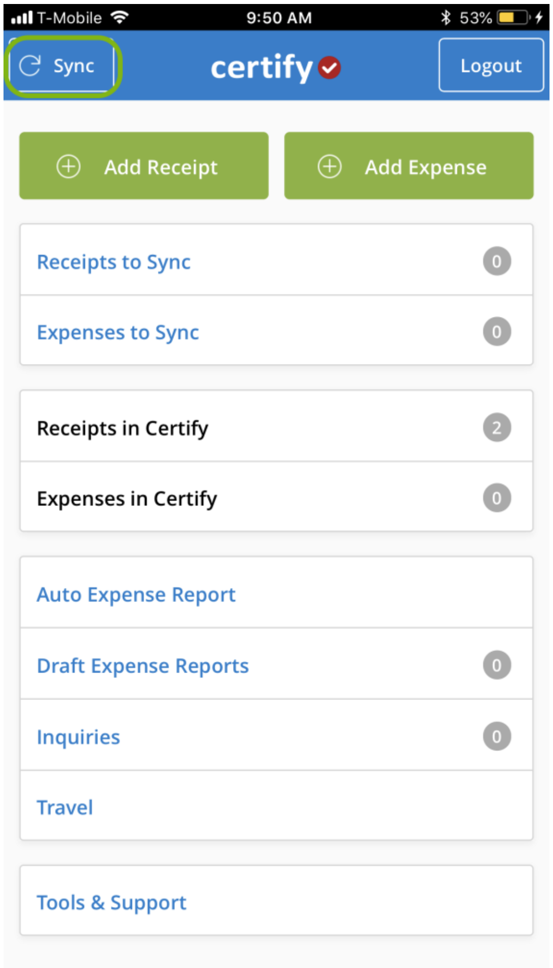
Step 1: On your Certify Mobile app home screen, tap **Add Expense**.



Step 2: Under **Enter Expense**, complete each field with the expense data. When finished, tap **Save**.



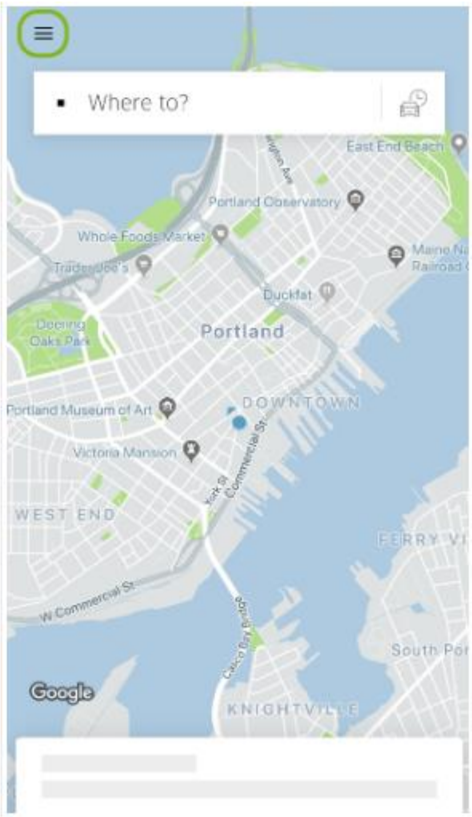
Step 3: Tap **Sync** to send the expense to your Certify Wallet.



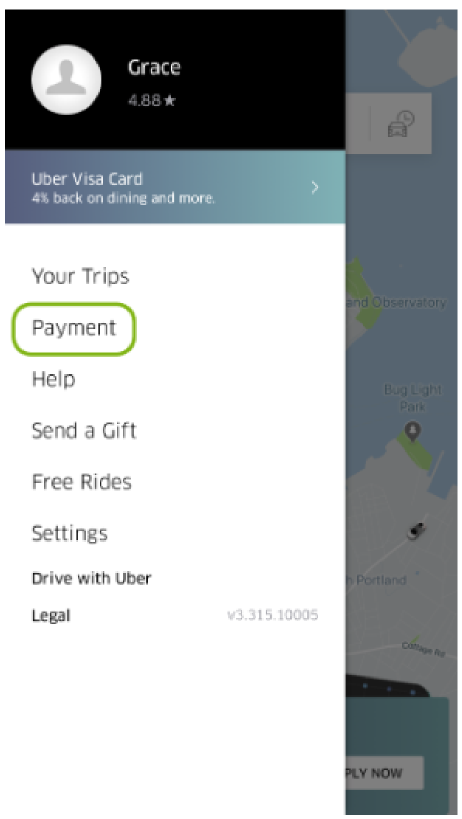
Uber Receipt Integration

This article explains how to add Certify Expense Integration to your Uber Business Profile.

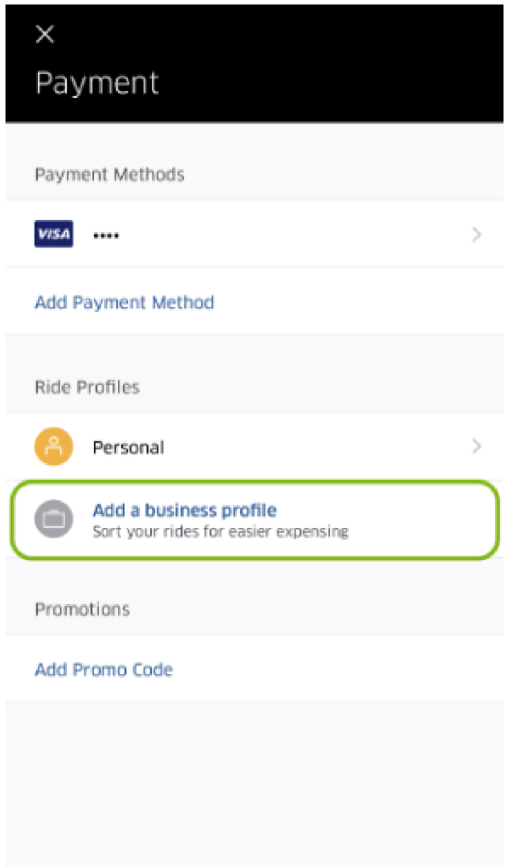
Step 1: Open the **Uber** app and tap the **Menu** icon.



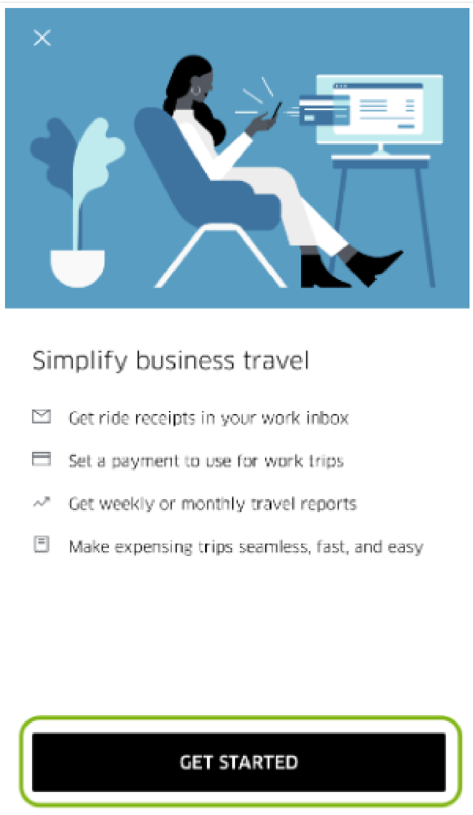
Step 2: In the **Menu** item list, tap **Payment**.



Step 3: Select Add a business profile.

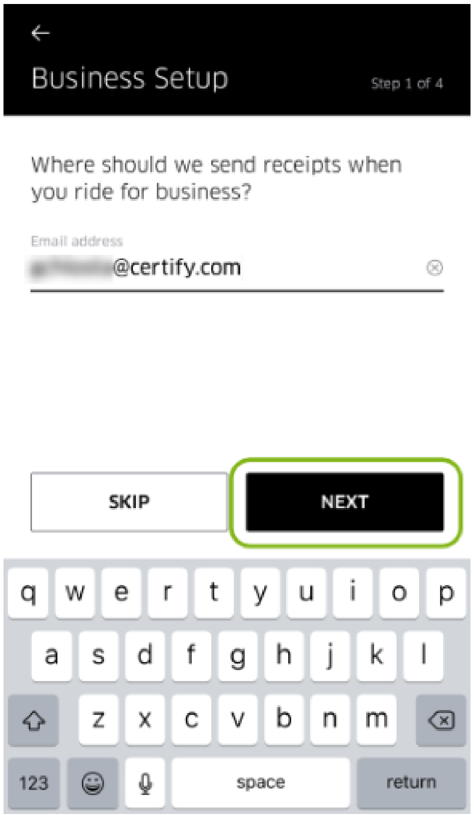


Step 4: Tap Get Started to begin.

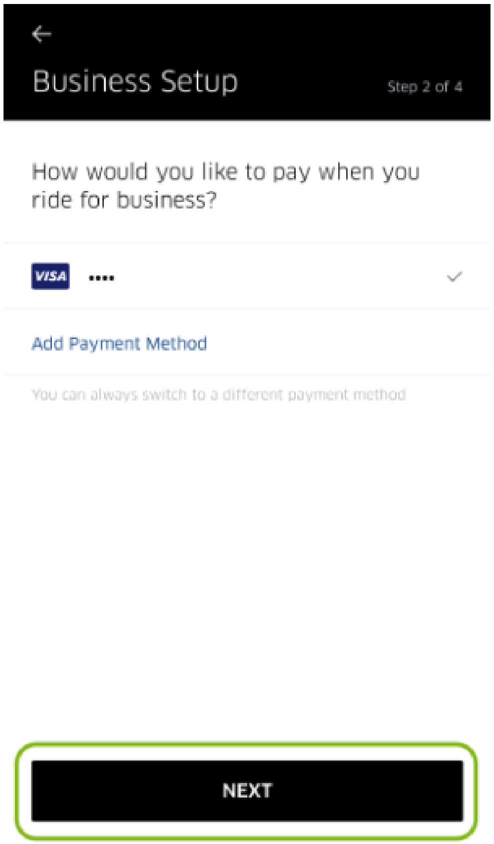


Step 5: Enter your email address, and tap **Next**.

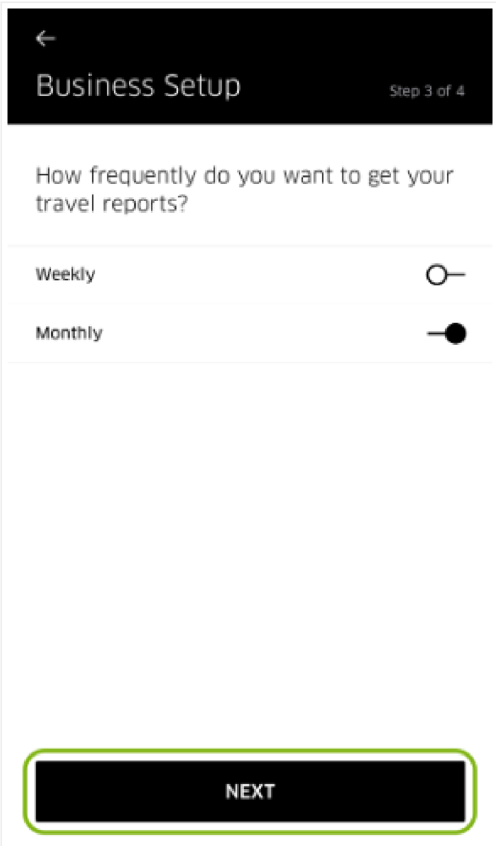
Please note: Your email address will need to match the email you use to login to Certify.



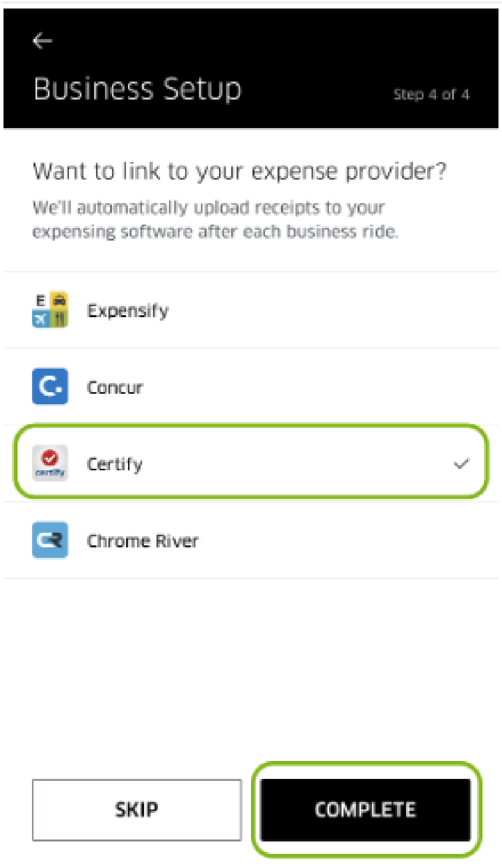
Step 6: Enter in the payment information for the card you'd like to use. Click **Next** when complete.



Step 7: Choose if you'd like to get your travel reports **weekly** or **monthly**. Then, click **Next**.

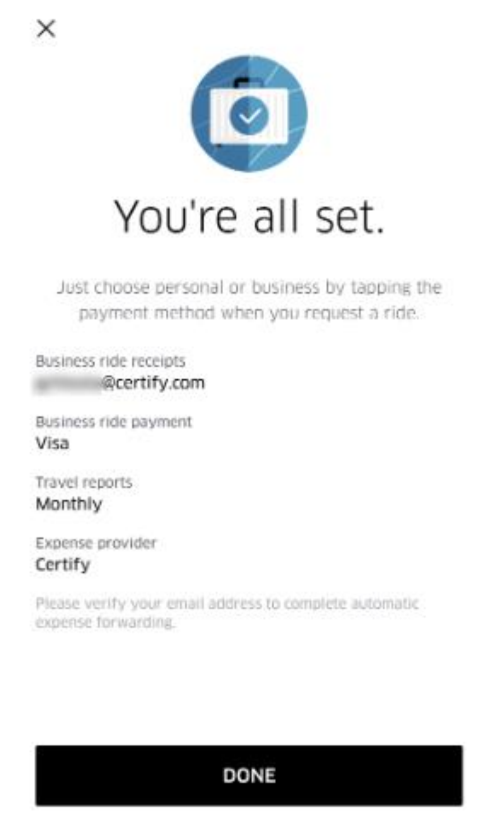


Step 8: Select **Certify**. Then, click **Complete**.



Step 9: Uber will send an email confirmation for you to confirm the email address that links to Certify.

Going forward, any trips requested under your **Uber Business Profile**, will automatically have your receipts forwarded to your **Certify Wallet**. Click **Done** to complete.

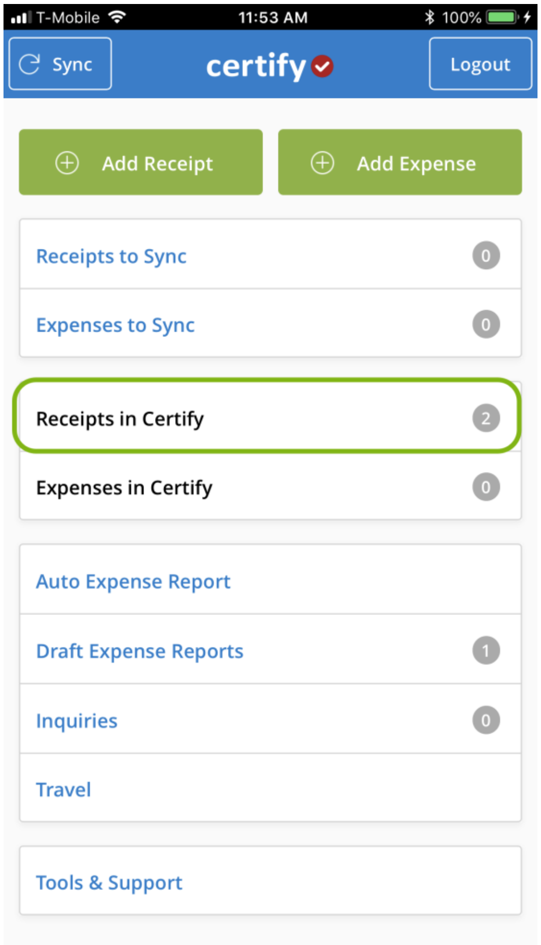


Deleting Receipts Using Certify Mobile

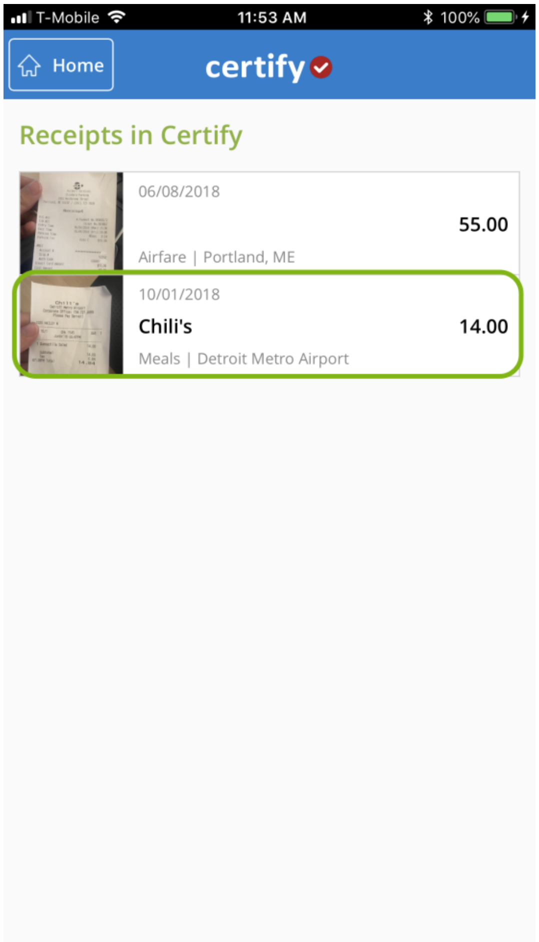
If you find you need to delete a receipt from your **My Certify Wallet**, you can easily delete it using the **Certify Mobile** app.

This article shows you how to remove a receipt from your **My Certify Wallet** using **Certify Mobile**.

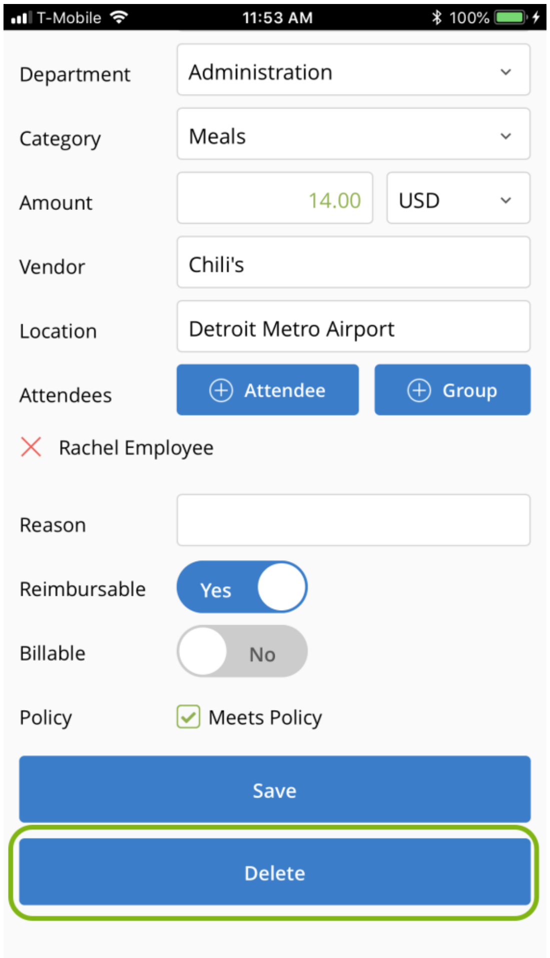
Step 1: From your app home screen, tap **Receipts in Certify**.



Step 2: A list of the receipts stored in your **My Certify Wallet** displays. Tap the receipt you want to remove.

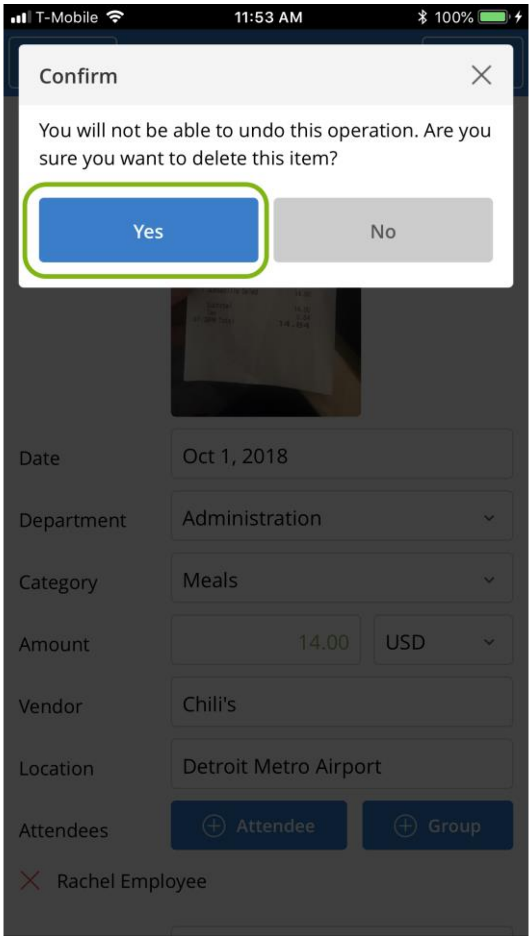


Step 3: On the next screen, the receipt detail displays. Scroll towards the bottom and tap **Delete**.



Step 4: A warning message displays asking you to confirm that you want to delete the receipt. Tap **Yes** to delete the receipt from your **My Certify Wallet**.

Please Note: Once a receipt has been deleted, it cannot be recovered.



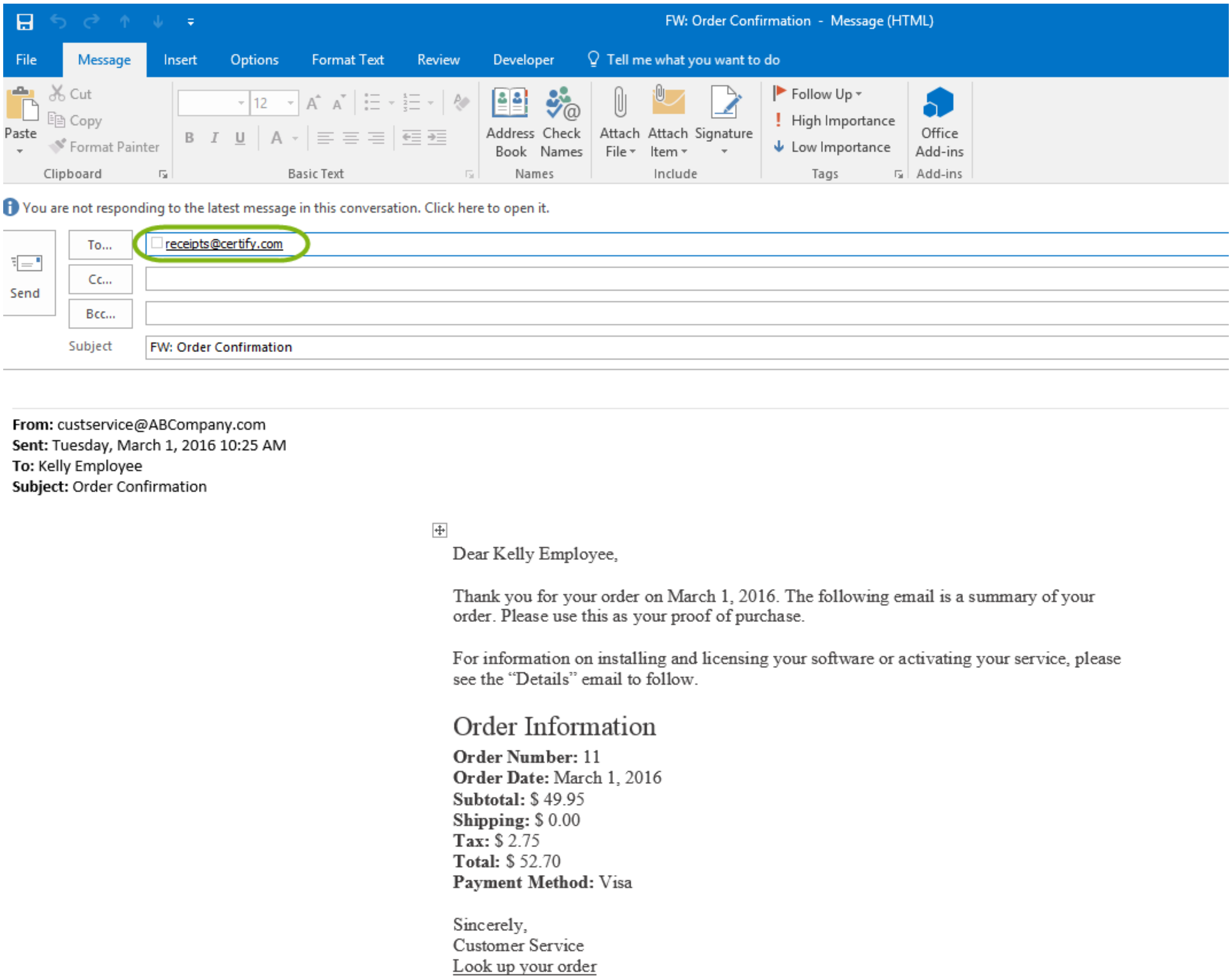
Step 5: The receipt is deleted from your **My Certify Wallet**.

Emailing Receipts

Email is a quick and convenient method for adding receipts and expenses to your Certify Wallet. When email with receipt attachments or expense data is sent to **receipts@certify.com,** the receipt or expense data will be automatically parsed and added to your Certify Wallet.

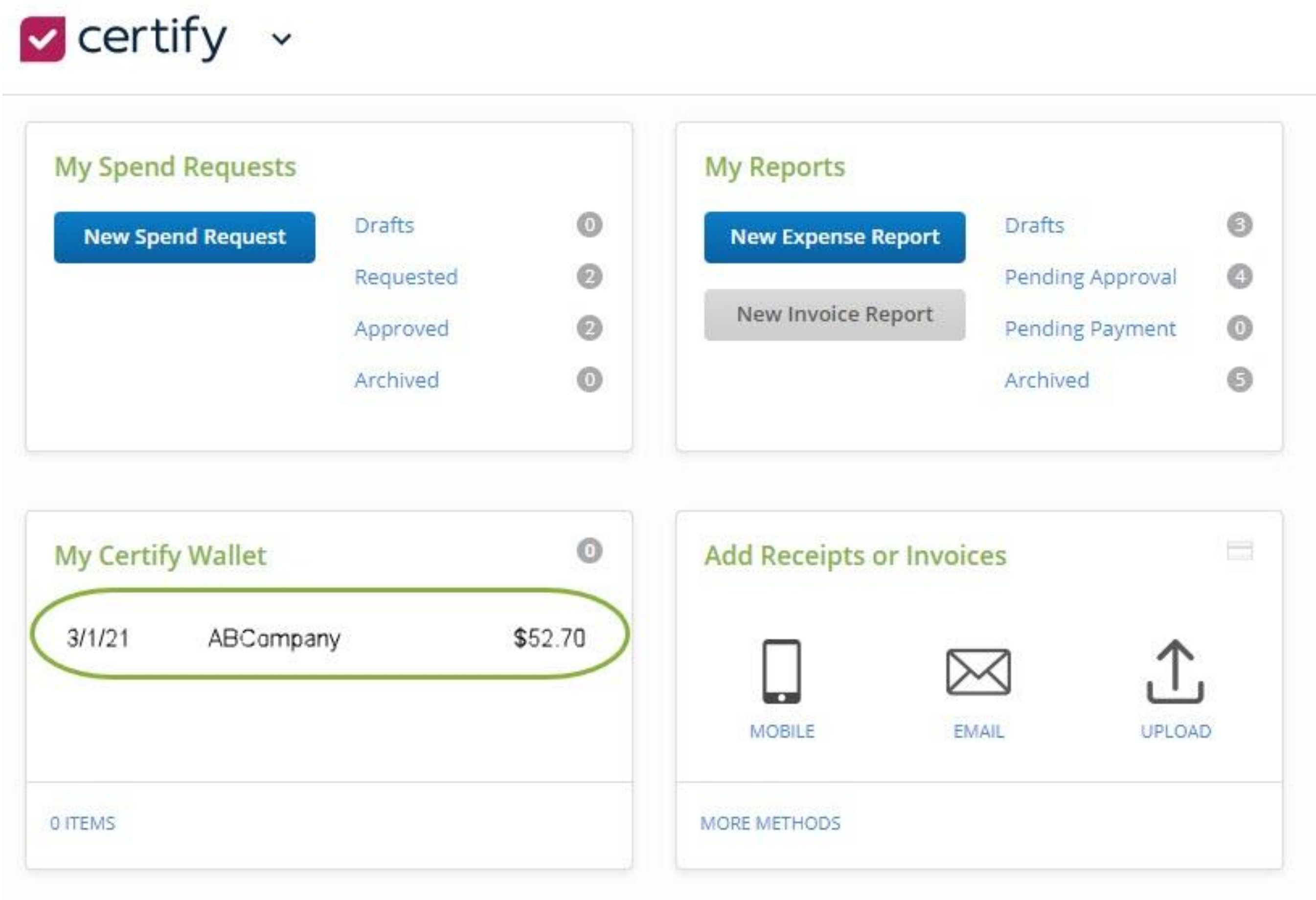
You can email receipts from your computer's email service, or from a mobile device with email capabilities. If you are sending receipts from alternate email addresses, you may add an additional email address to your Certify account. This article shows you how to email receipts and expenses to your Certify Wallet.

Step 1: Create a new email using your company email service. In the **To** field, enter **receipts@certify.com**. In the **Subject** line, enter the receipt name. Alternatively, if a vendor has emailed you a receipt, you can forward the emailed receipt to **receipts@certify.com.**



Step 2: Attach your receipts to the email. Any number of receipts may be attached, however, the total size of the email (including any text and signatures) must be under 4 MB. Certify will accept all popular image file types such as jpg, gif, bmp, pdf, tiff, etc. Click **Send**.

When Certify receives the email with your receipt or expense data, the data is automatically parsed and added to your Certify Wallet. If you would like to review the receipts or expenses that were added to your Certify Wallet, log into your Certify account to view your **Wallet**.

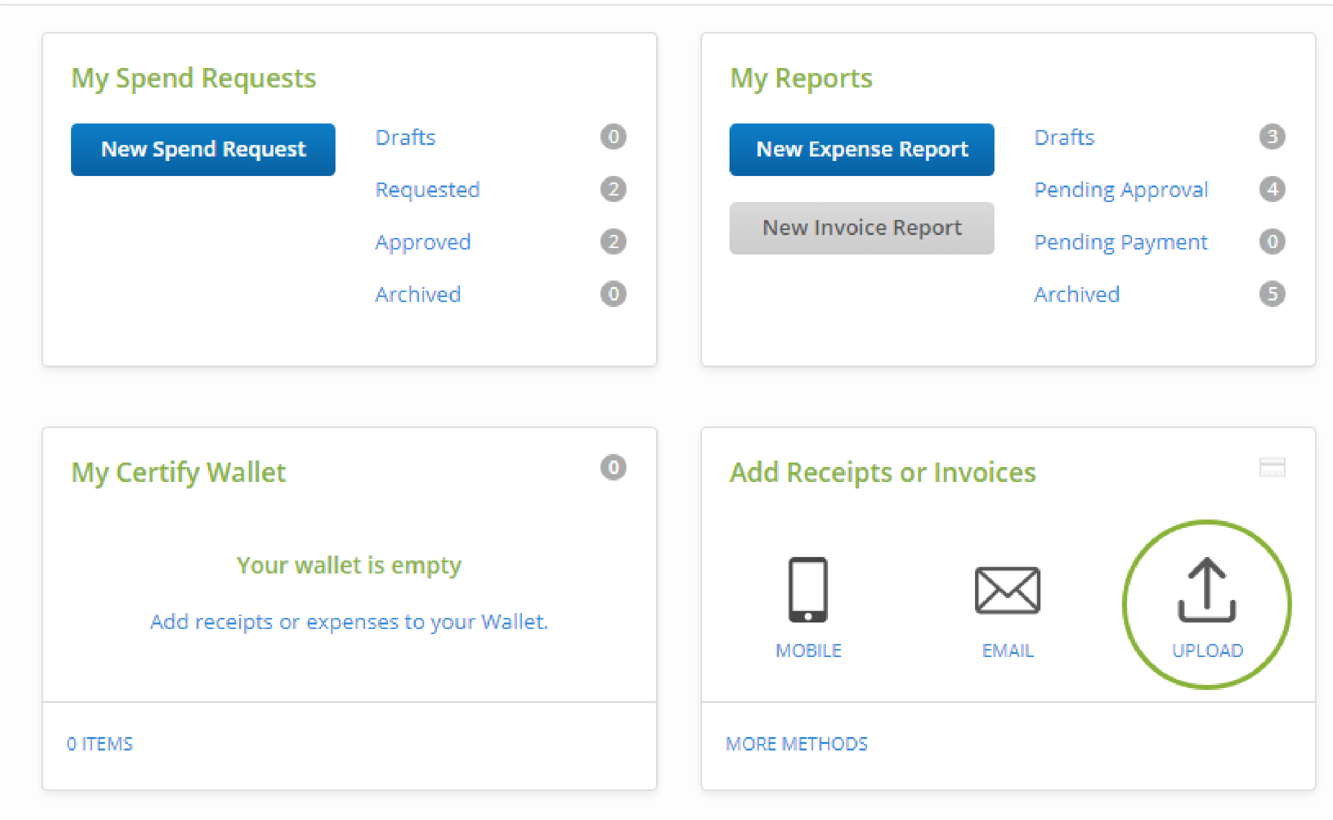


Uploading Receipts

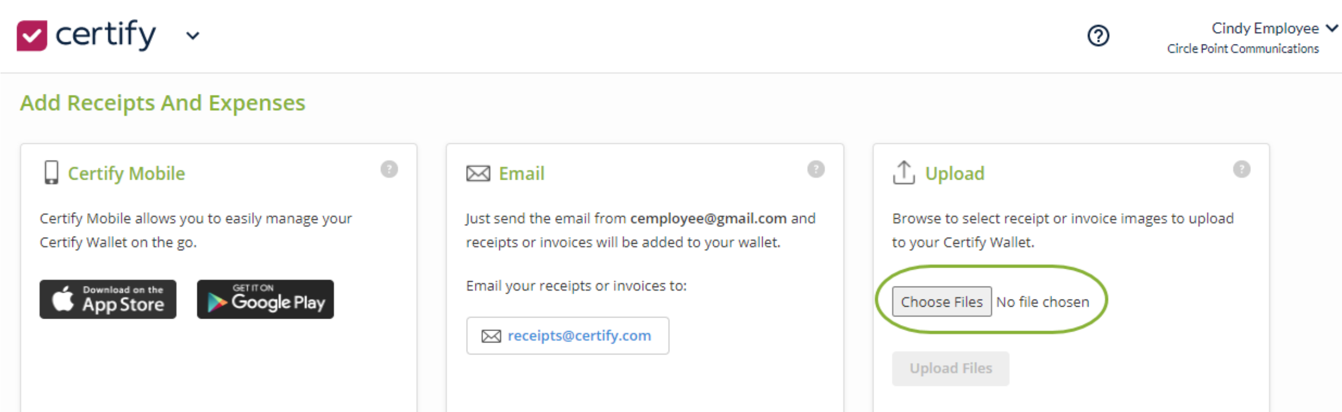
Uploading receipt images from your computer is a quick and convenient method for adding receipts to your **My Certify Wallet**. Image uploads can be up to 10 MB in size. You can choose to upload one at a time, or add multiple receipt images at once.

This article shows you how to upload receipts to your **My Certify Wallet** from your computer.

Step 1: On your Certify account homepage, under **Add Receipts**, click **Upload**.

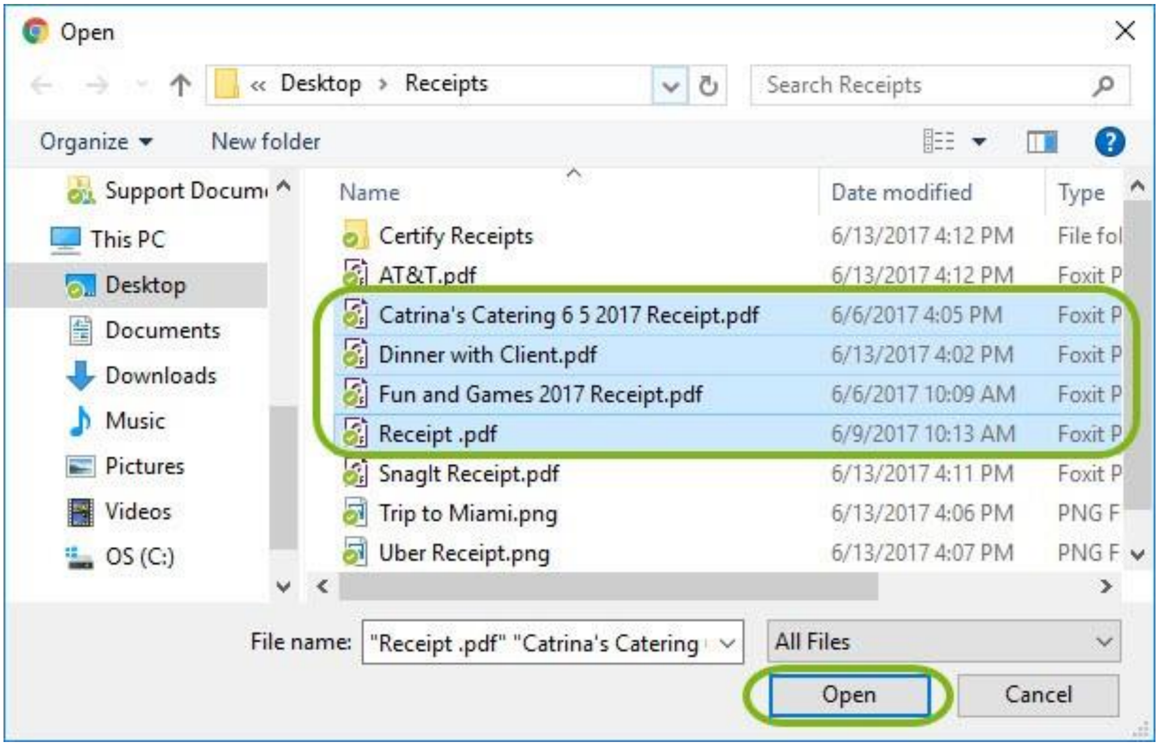


Step 2: On the **Add Receipts and Expenses** page, select **Choose Files.**

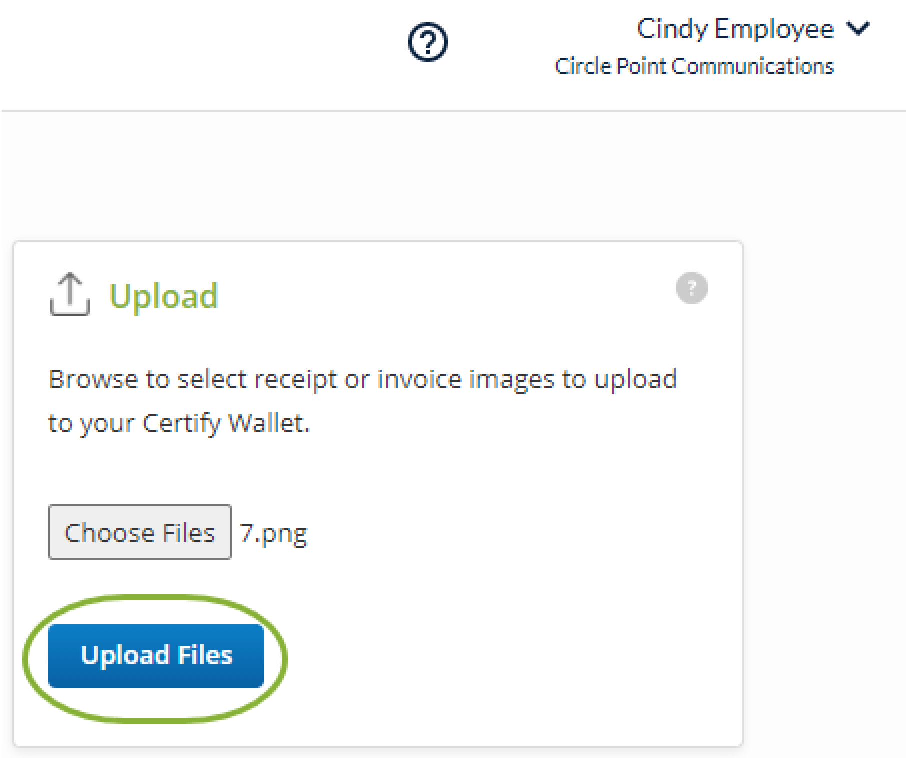


Step 3: Select the receipt images from your computer. Click **Open** once you have selected all the receipt images you want to upload.

Best Practice: Windows users can select multiple images at once by pressing the CTRL key and selecting each file.

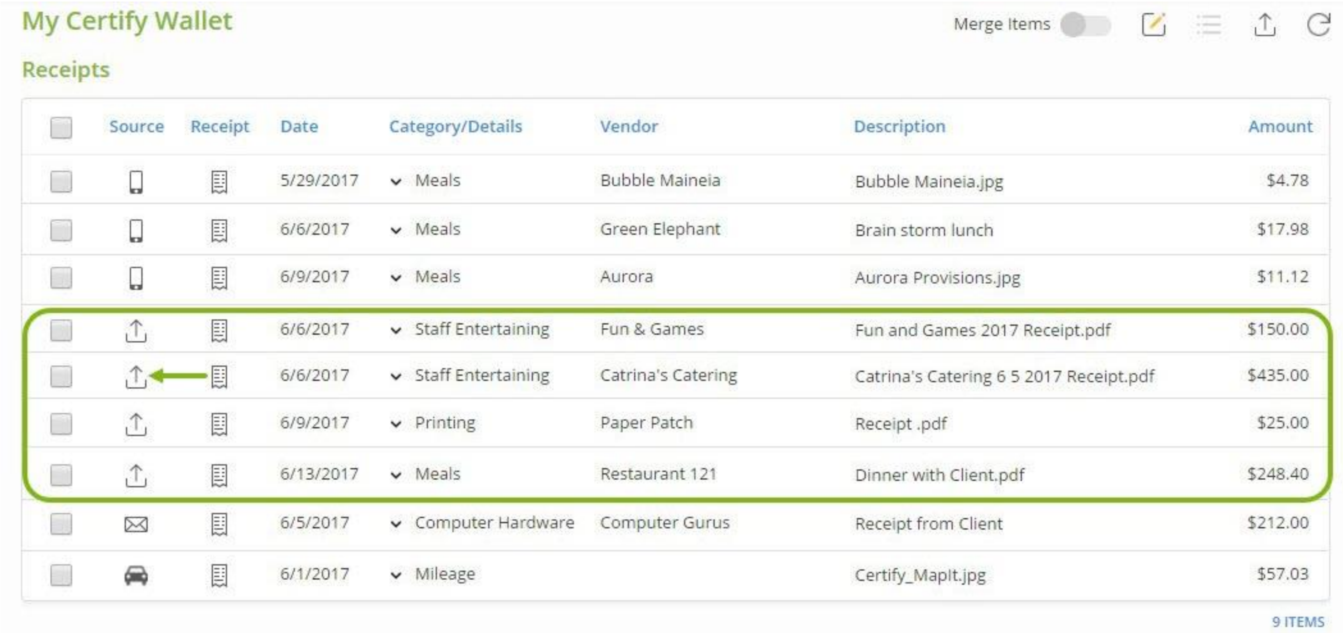


Step 4: The number of receipt images selected is indicated next to **Choose Files**. Click **Upload Files** to add the receipt images to your **My Certify Wallet**.



The receipts have now been added to your **My Certify Wallet**. Uploaded receipts display the **Upload** icon in the **Source** column.

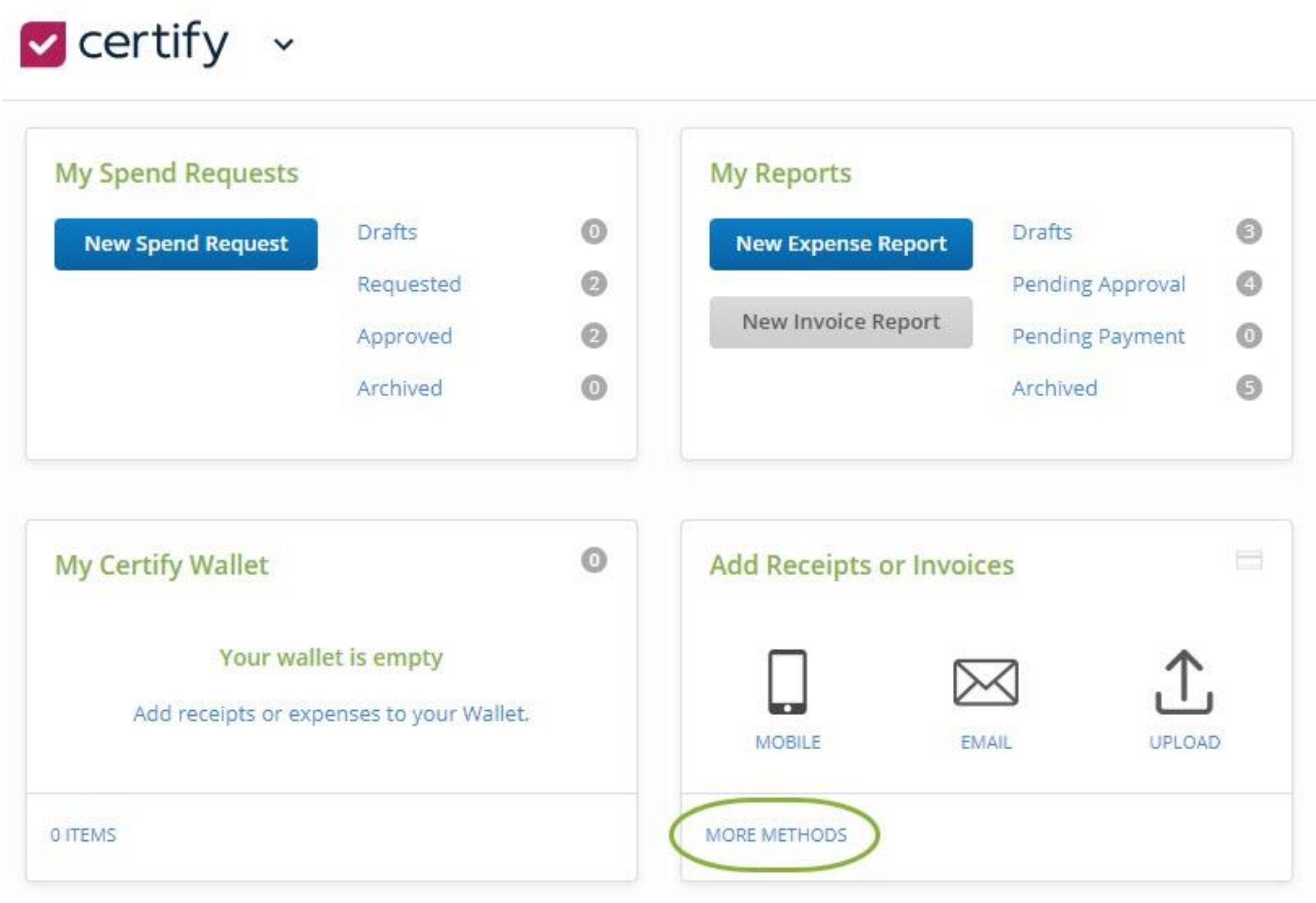
The **Upload** feature uses **ReceiptParse**, which scans the receipt image and can **pre-populate** the **Vendor**, **Category/Details** and **Amount** fields for you. If you need to make additions or edits to those fields, you can manually change them using the **Edit Item** button.



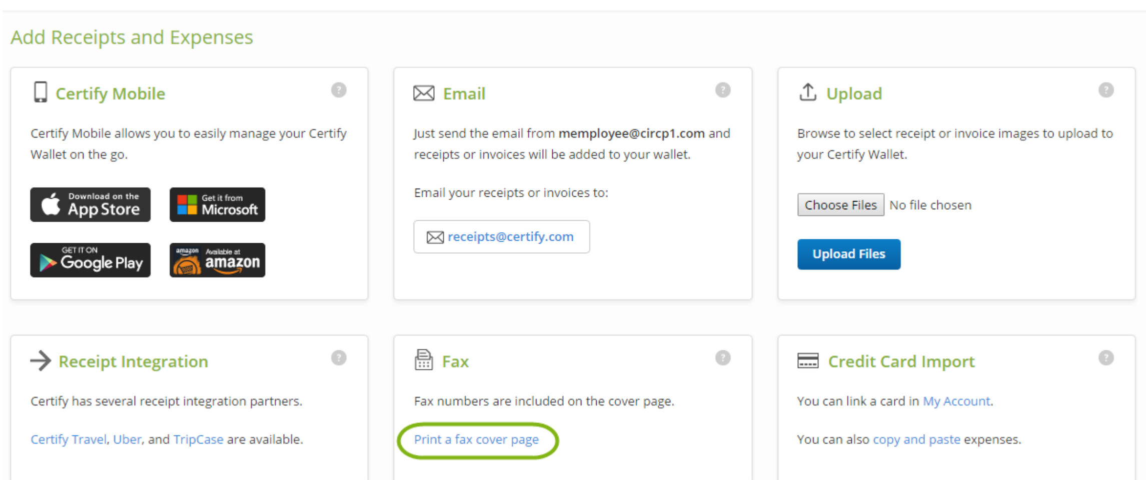
Faxing Receipts

Certify offers you many ways to add receipt images to your Certify Wallet. This article shows you how to fax receipt images to your Certify Wallet.

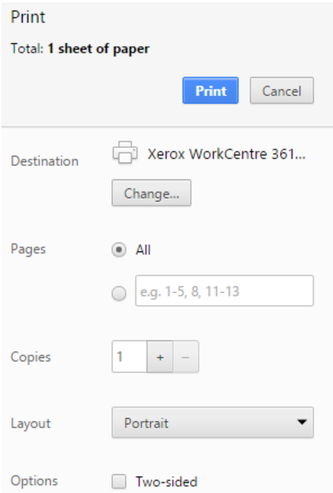
Step 1: On your account homepage, click **More Methods** in the **Add Receipts** section.



Step 2: On the **Add Receipts and Expenses** page, select **Print a fax cover page**.

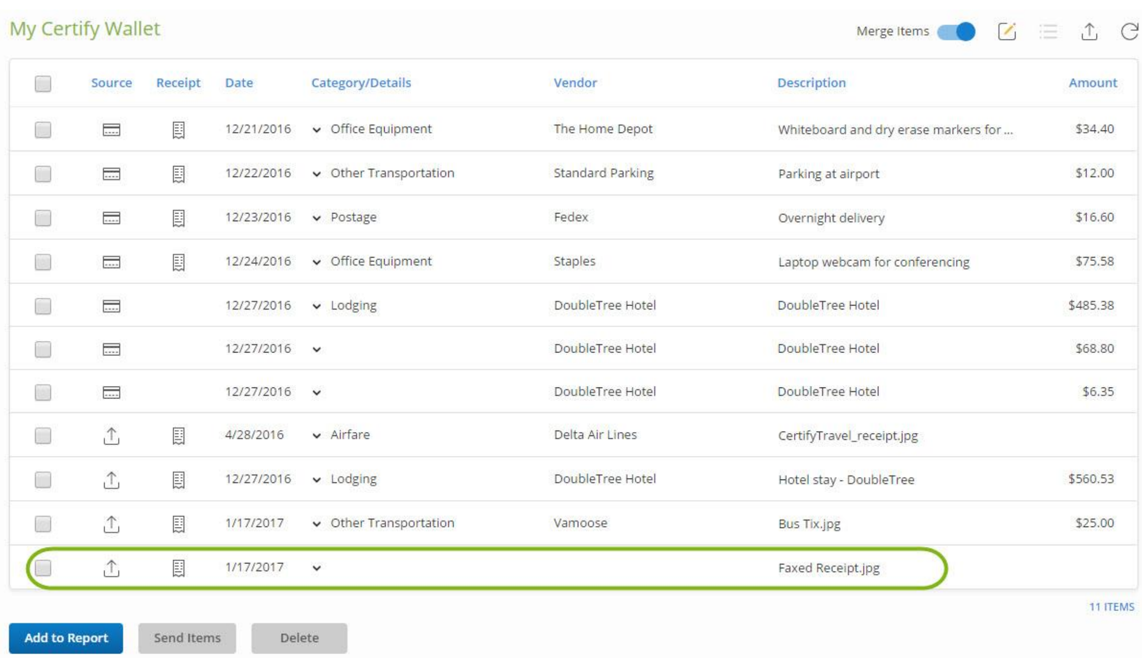


Step 3: Print the **Fax Account ID** page. This will be your fax cover page.



Step 4: Fax the cover page first, and receipt images following, to the fax number at the top over the **Fax Account ID** page. The **QR Code** in the corner of the Fax Account ID page is unique to your account and will be used to place the receipts in your Certify Wallet.

Step 5: Once the fax is complete, the receipts will be available in your **Certify Wallet**.

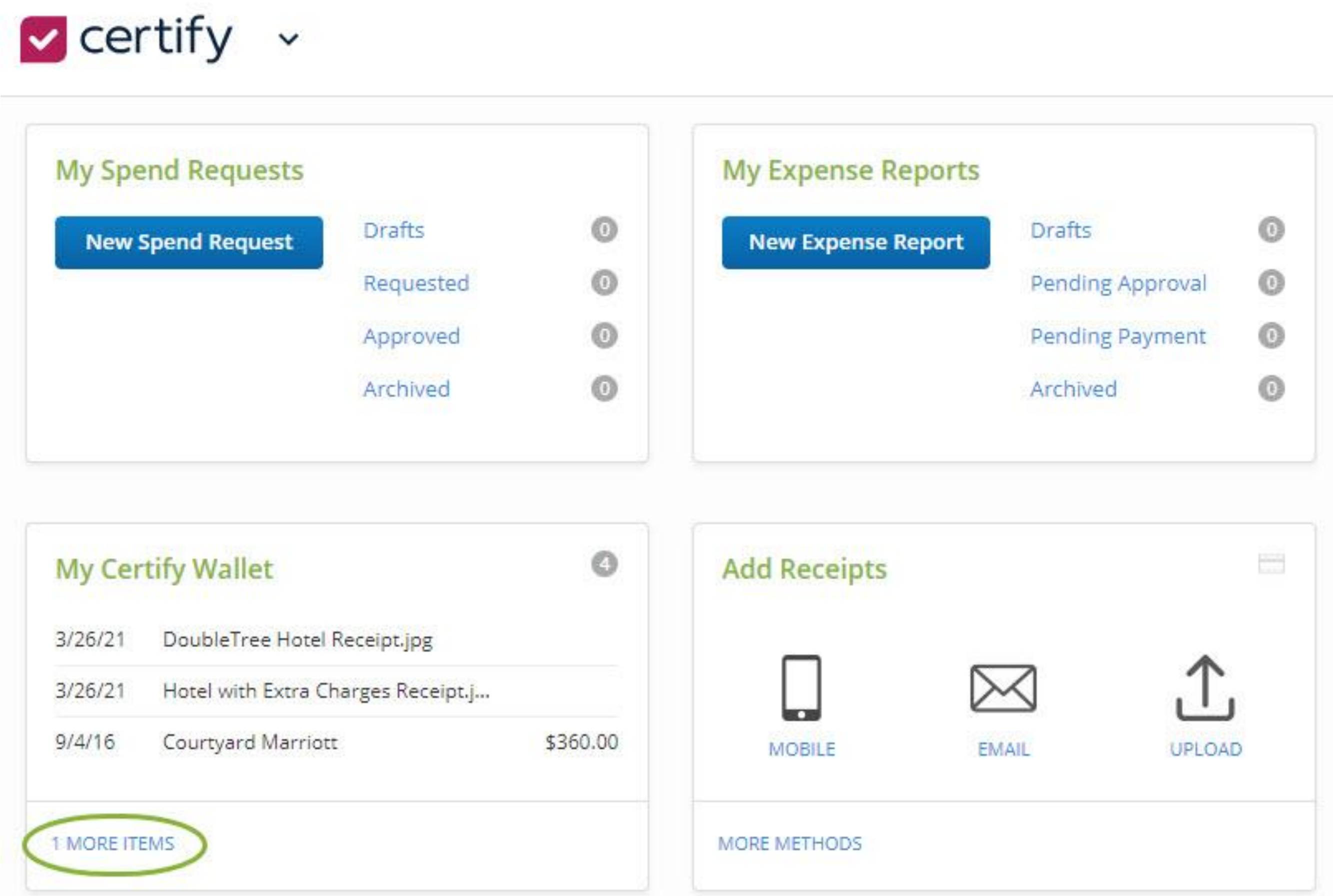


Certify Wallet

Reviewing Receipts and Expenses in Your Certify Wallet

The **Certify Wallet** is where all captured receipts and imported credit card expenses are stored before they are added to an expense report. This article shows you how to review the items in your **Certify Wallet**.

On your account homepage, select **More Items** under **My Certify Wallet.**



Within the Wallet, you have several options:

Viewing Receipts - View a specific receipt image by clicking the view (document) icon next in the Receipt column.

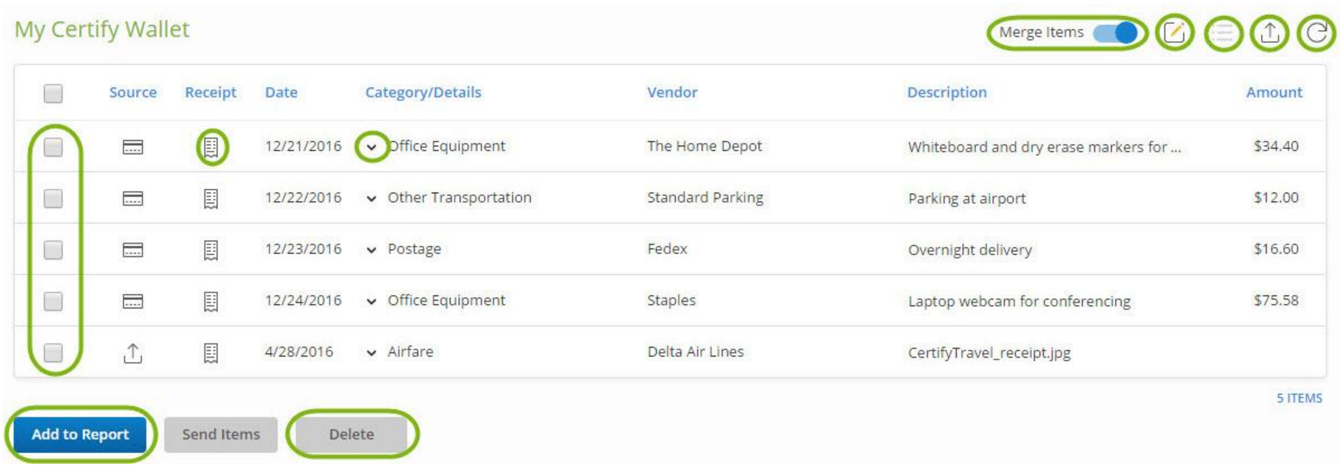
Changing a Name - Change the name of an item by clicking the edit (pencil) icon next to the **Merge** button, entering the new name in the field provided, and clicking the save (disk) icon to save your changes.

Deleting an Item- Delete an item by selecting the receipt or expense, and click **Delete** at the bottom.

Please note: If an item is deleted, it cannot be recovered.

Please Note: The Certify Administrator at your organization may make imported credit card expenses read-only, meaning that you will not be able to edit or delete them. To make changes to read-only expenses, contact your company's Certify Administrator.

Edit Details - To make edits to the actual details, such as Vendor Name, Date, or Expense Category, open the little arrow in the Category/Details button to show the individual edit button.

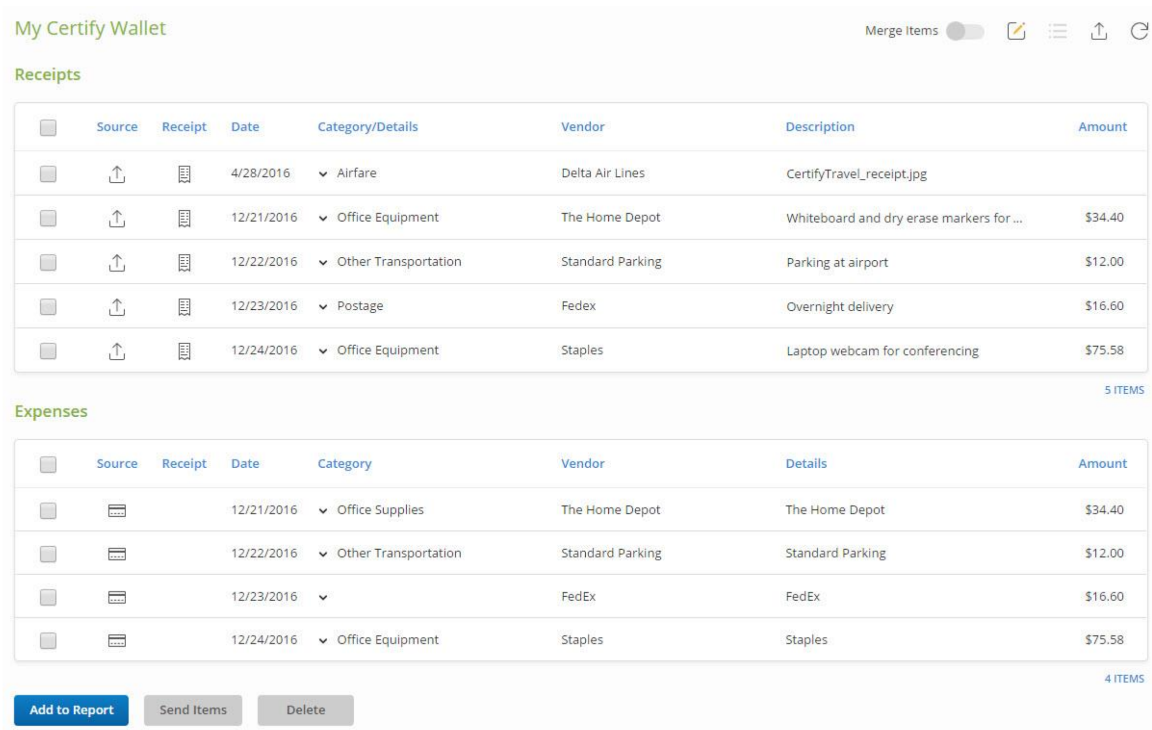


Add to Report - Add receipt and expenses to an expense report by selecting the checkbox next to each item you want to add, and then selecting **Add to Report** at the bottom of the page.

Send Items - As a Certify Administrator or delegate user, move selected receipts from your Certify Wallet to another user's account.

View Full Image, Zoom, and Rotate - View the full receipt image in a new browser window by clicking the document icon in the **Receipt** column; you can then **Zoom In, Zoom Out,** or **Rotate** the receipt image.

Edit Description - Edit the description for the item.
Detailed View - Expand all available details for all items in the Wallet.
Upload Receipts - Click the upload icon in the upper right-hand corner to access all methods to add more receipts to your wallet.
Refresh - Use the refresh icon in the upper right-hand corner to refresh your wallet.
Merge - This optional view combines receipts and expenses in your Wallet together into one section. It will merge matching receipts and credit card expenses.



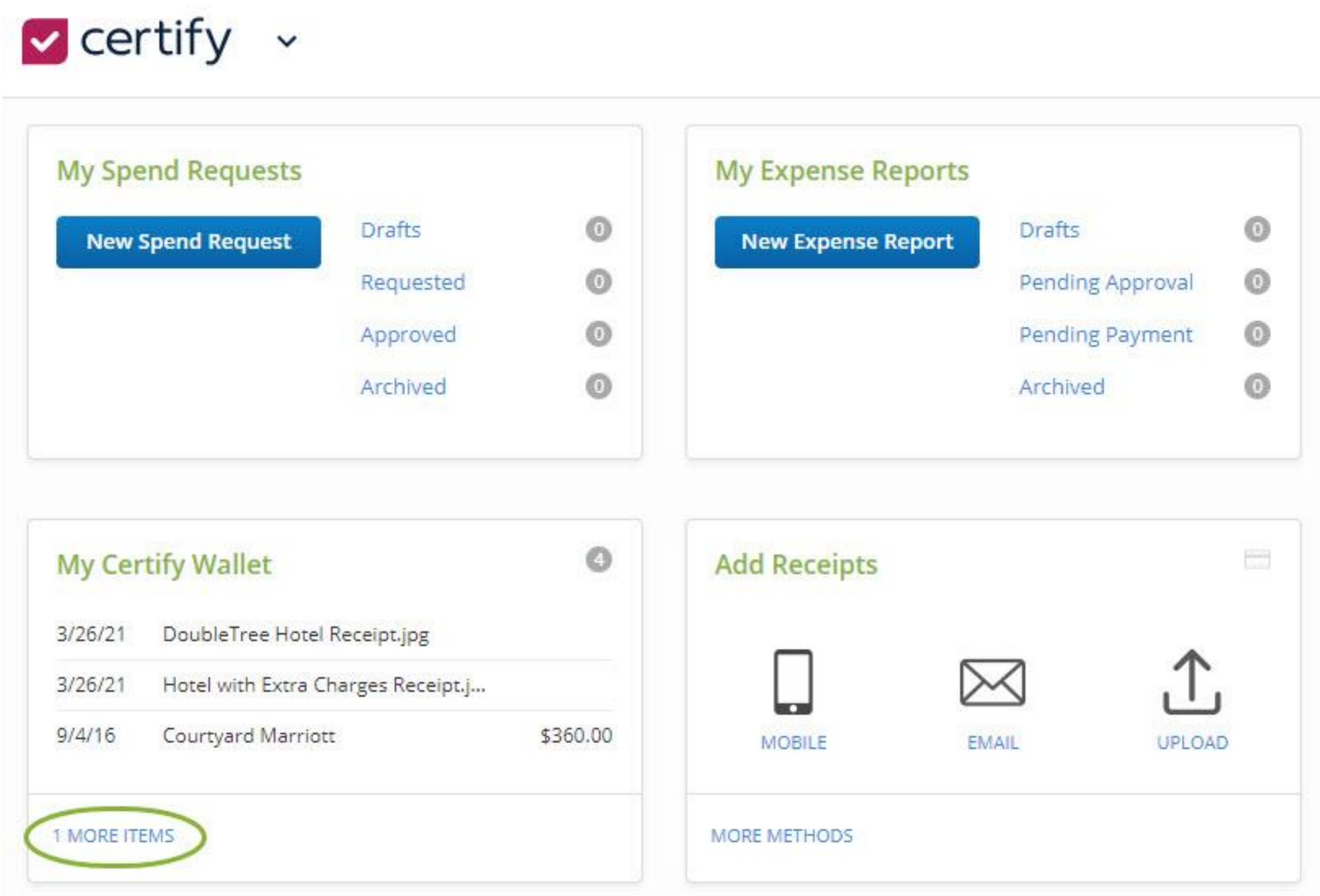
Using Merge Items in the Certify Wallet

Merge Items gives you the choice to view **Receipts** and **Expenses** combined in your **My Certify Wallet**.

This is helpful if you have imported credit card expenses enabled for your account. Using **Merge Items**, you can add a merged receipt and expense line to a draft expense report without having to manually combine them.

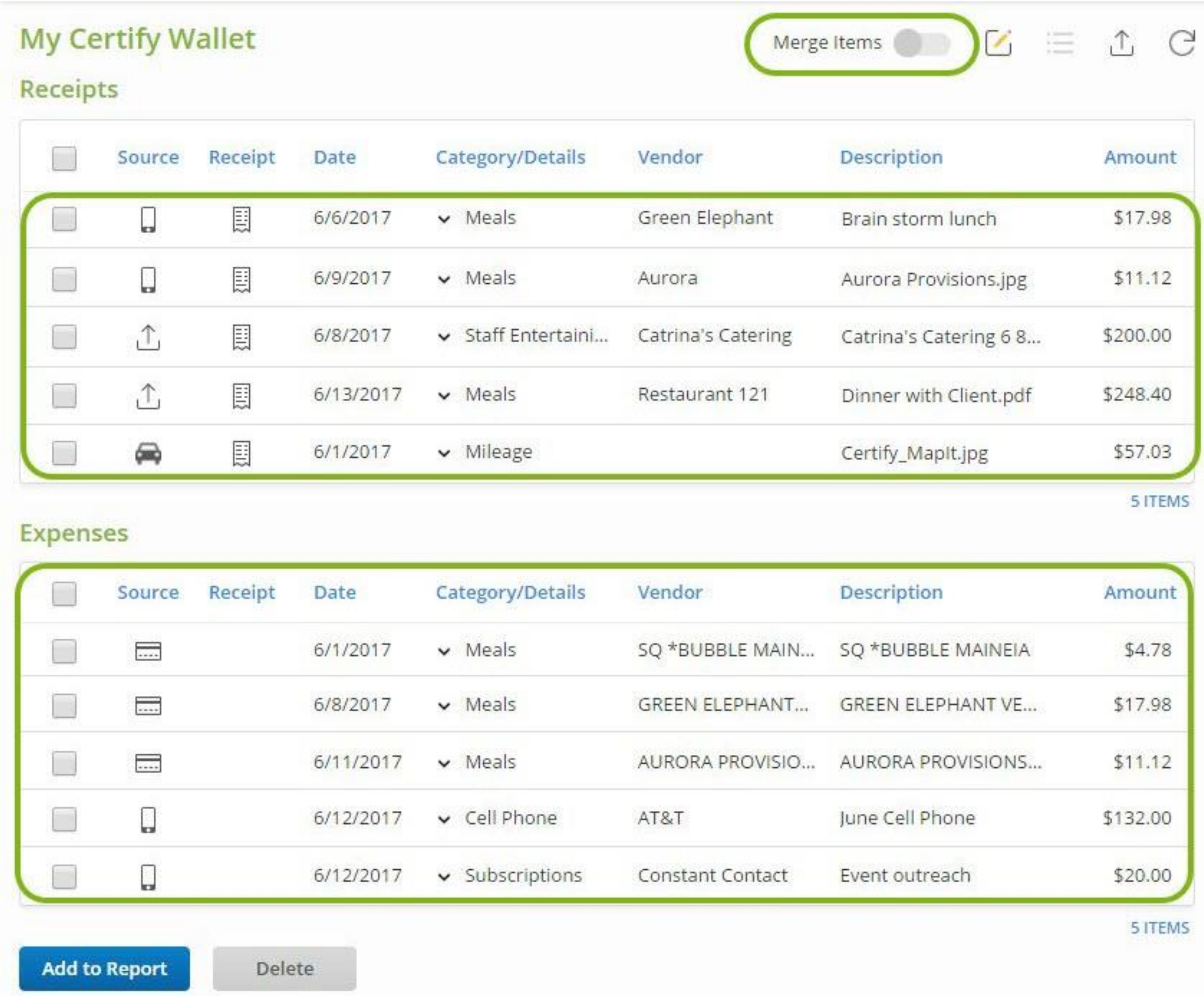
This article shows you how to use the **Merge Items** feature in your **My Certify Wallet**.

Step 1: On your account homepage, under **My Certify Wallet**, select **More Items.**

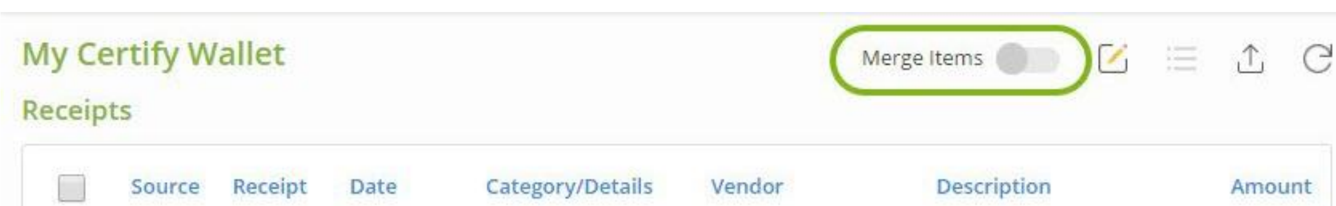


Step 2: In your **My Certify Wallet**, locate **Merge Items** in the upper right-hand corner. When **Merge Items** is OFF, the **Merge Items** feature is gray, and **Receipt** images are separated from **Expenses** and display in different sections.

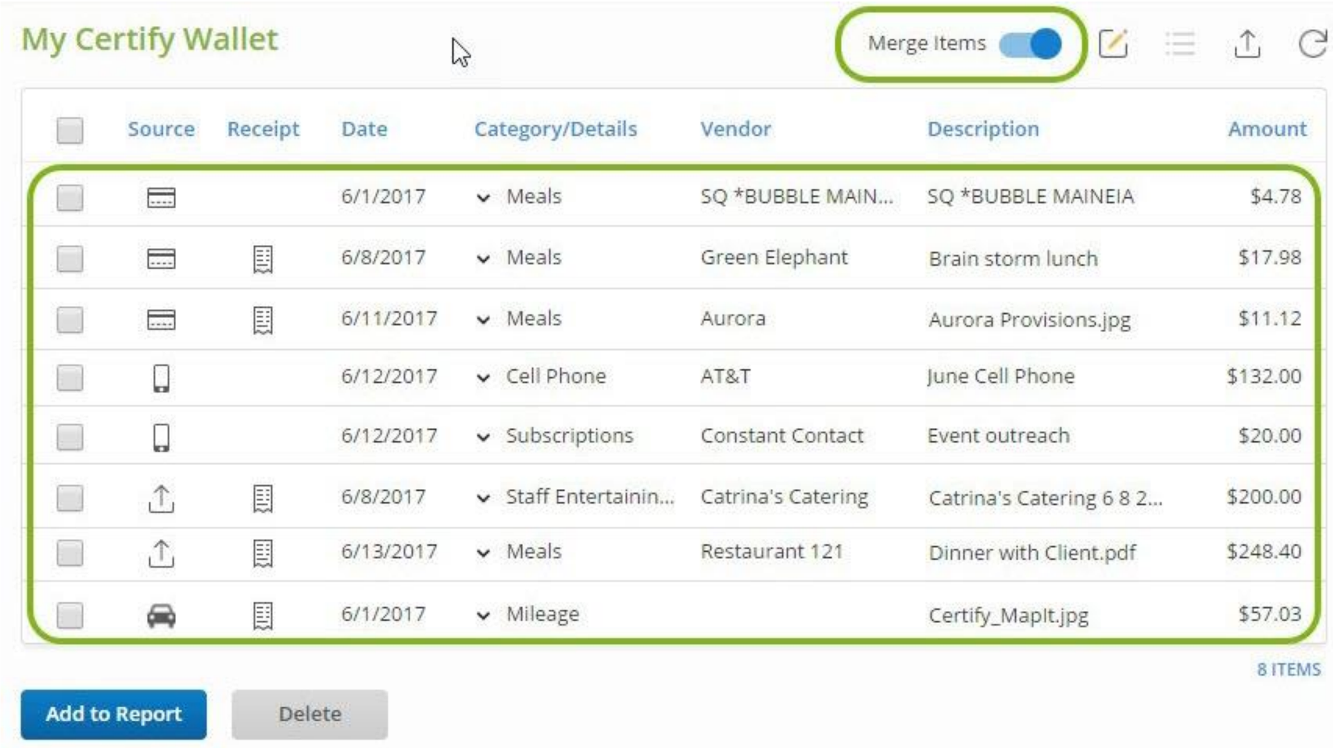
When reviewing receipts, you may find it easier to keep **Merge Items** OFF. Receipts and imported credit card expenses then appear separately in your **My Certify Wallet,** instead of combined.



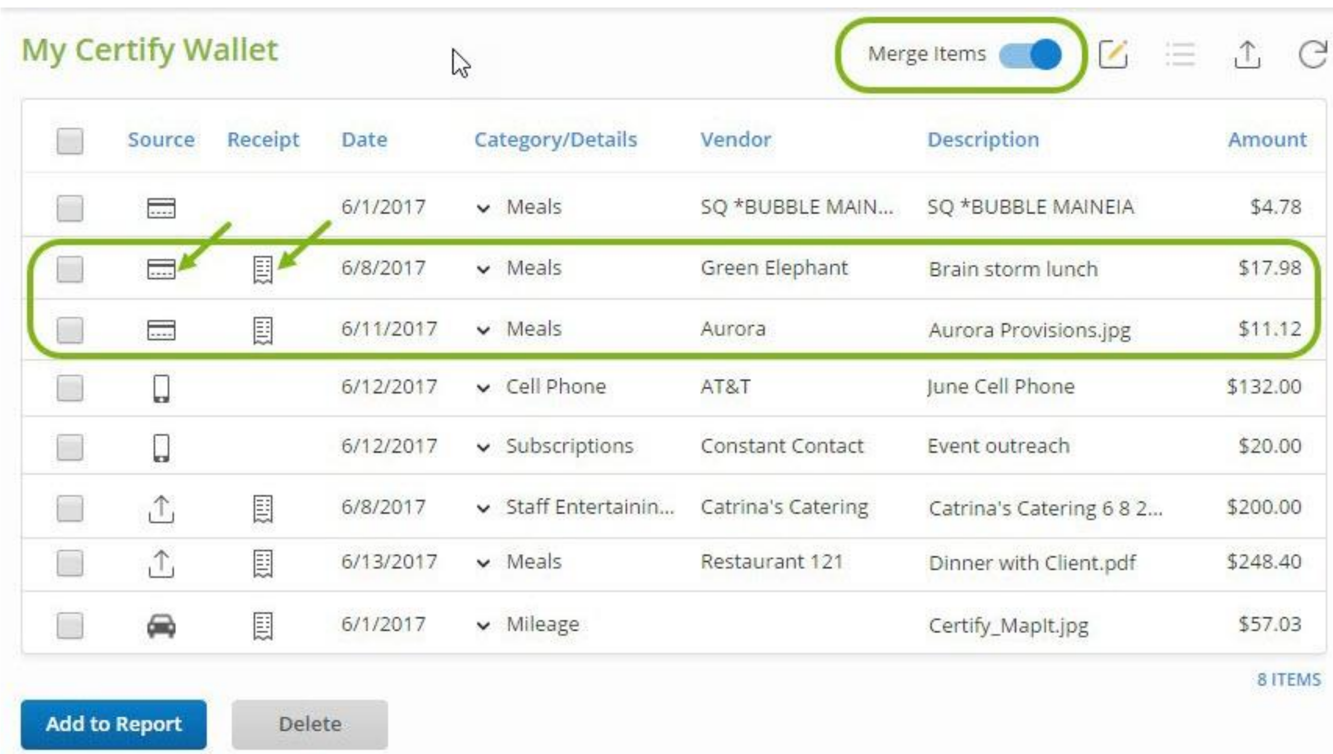
Step 3: To turn **Merge Items** ON, place your cursor to the right of the **Merge Items** gray circle and click.



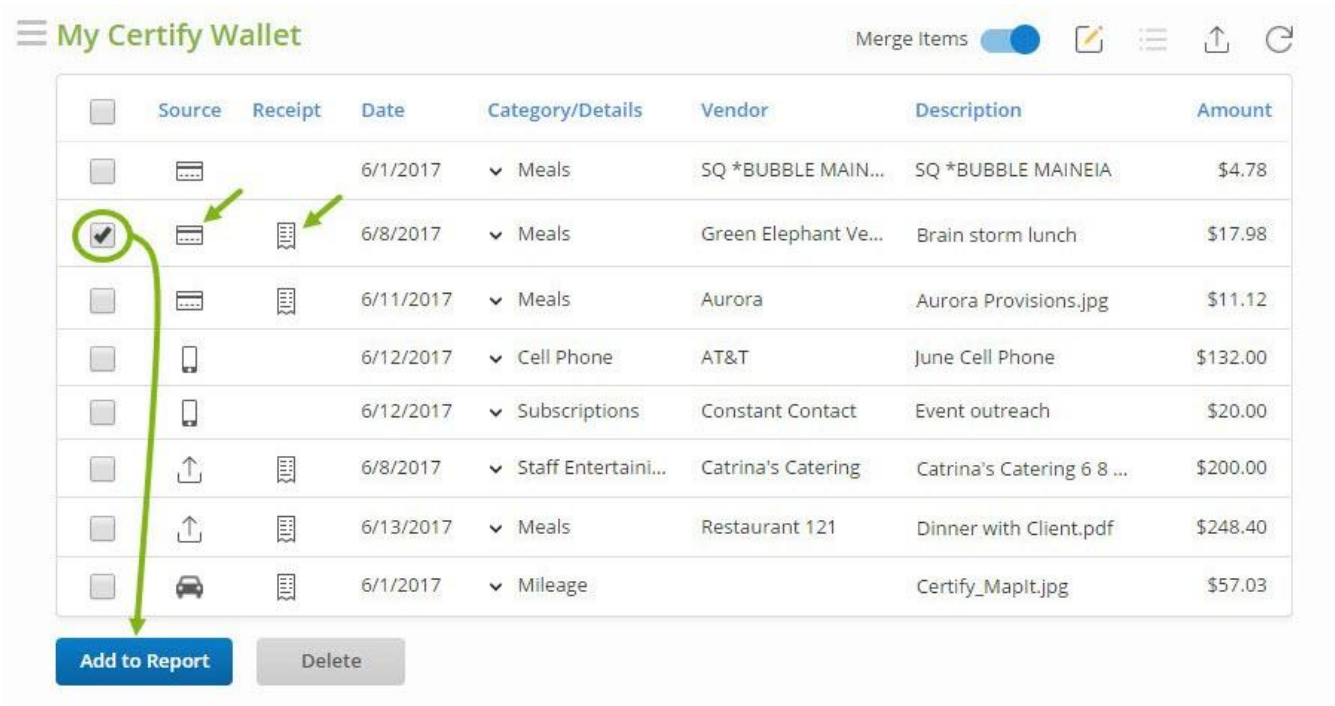
The **Merge Items** feature turns blue, and Receipts and Expenses are listed together.



With **Merge Items** ON, when an imported credit card expense in your **My Certify Wallet** matches a receipt in your **My Certify Wallet**, they are visually combined onto one line.



With **Merge Items** ON, you can easily add the merged receipt and expense line to a draft expense report by marking the checkbox and clicking **Add to Report**. Both the receipt and the expense line are added to the expense report as a single line item, without having to manually combine them.



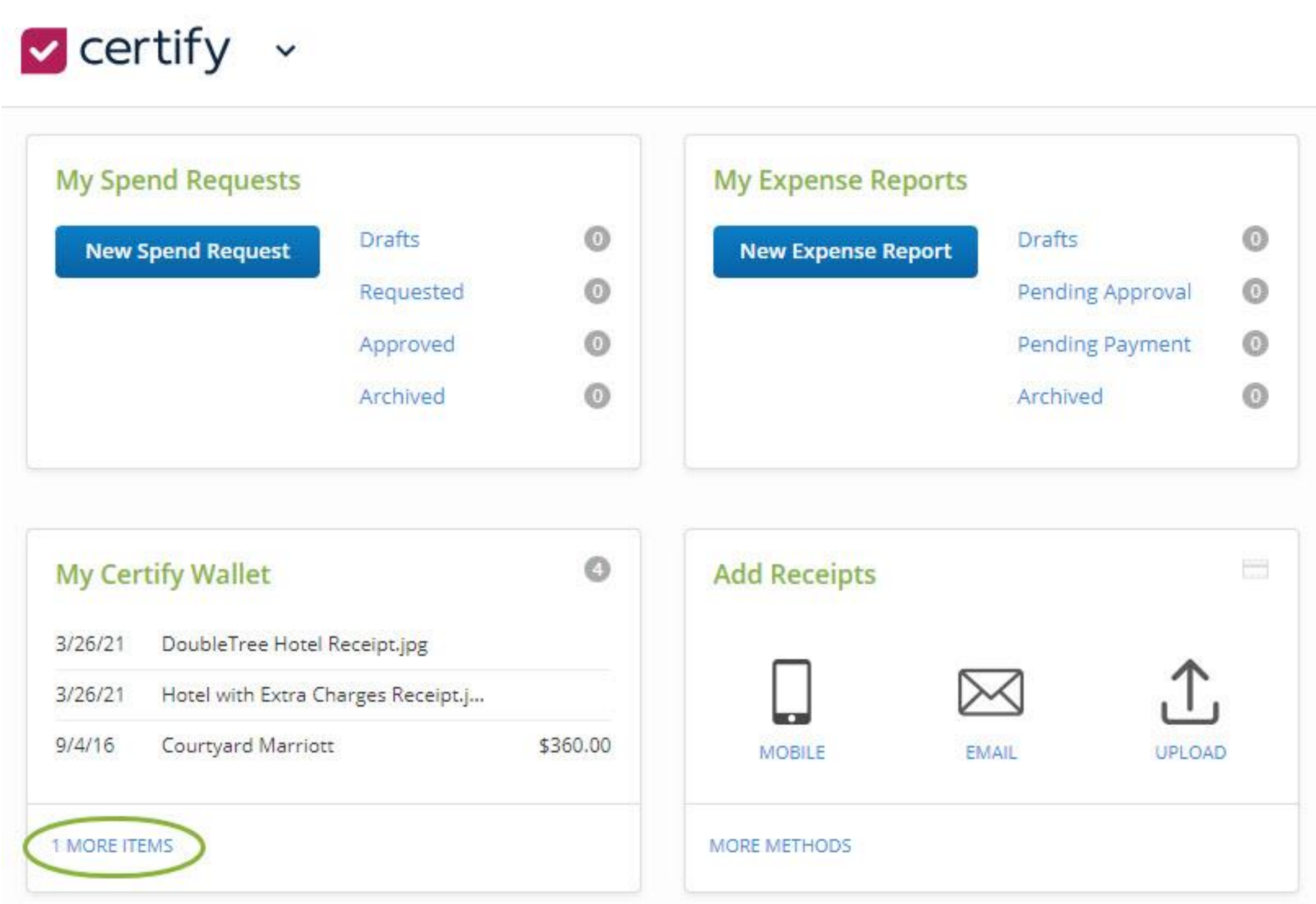
Editing Receipts & Expenses in the Wallet

The **Certify Wallet** is where all receipts and expenses are stored before being added to an expense report. Details are presented from manual entry, or Certify OCR ReceiptParse technology.

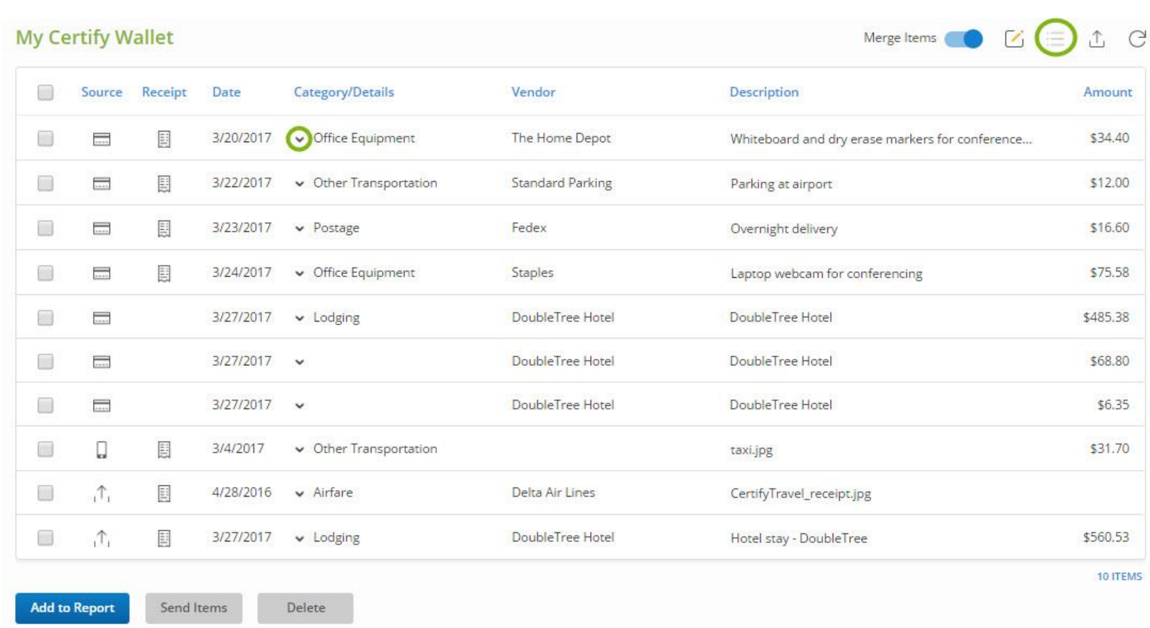
Occasionally, you may need to edit item details in your Wallet if they are incorrect. This article shows you how to edit items within the **Certify Wallet.**

Please Note: Your organization may restrict imported credit card expenses as read-only, and those expenses may not be able to be changed.

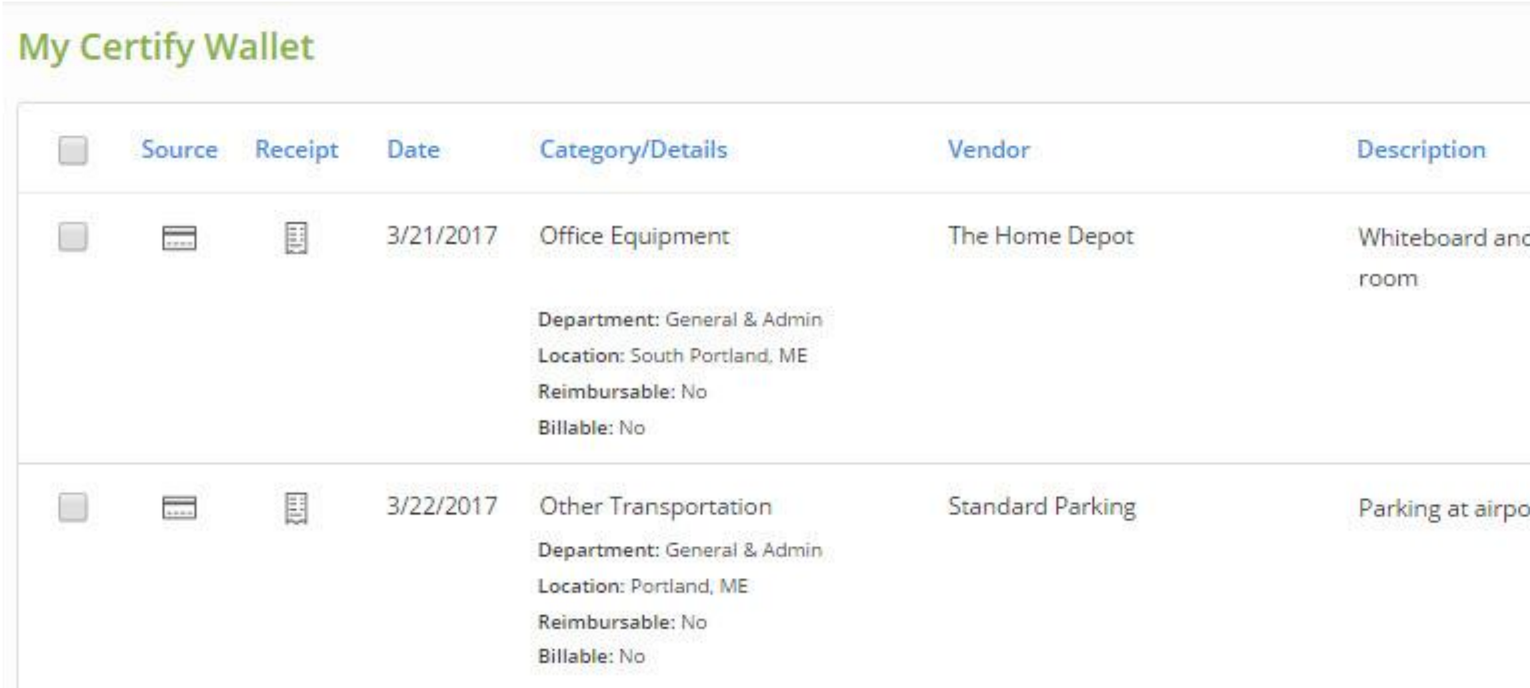
Step 1: On your account homepage, select **More Items** under **My Certify Wallet.**



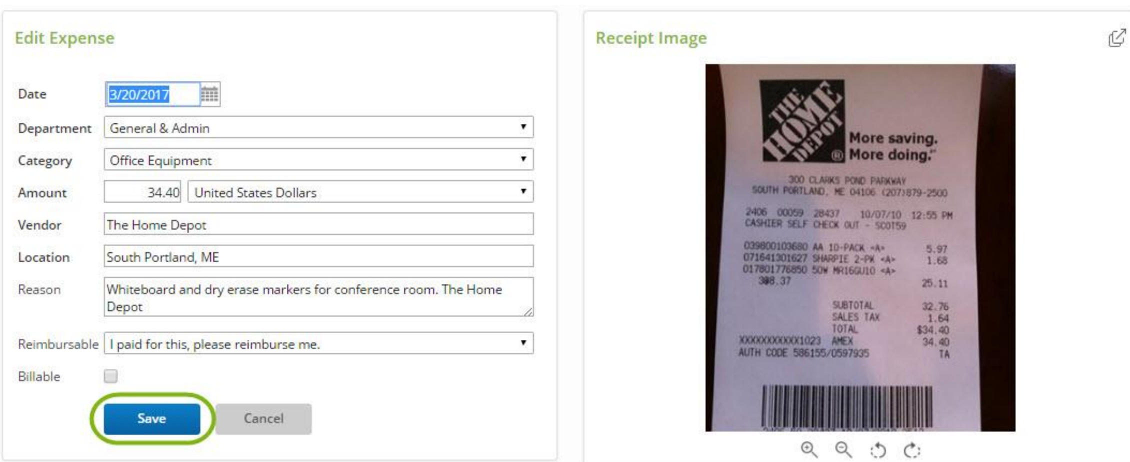
Step 2: Click **View Details** to expand details for all rows, or an individual arrow to expand a single row to the detailed view.



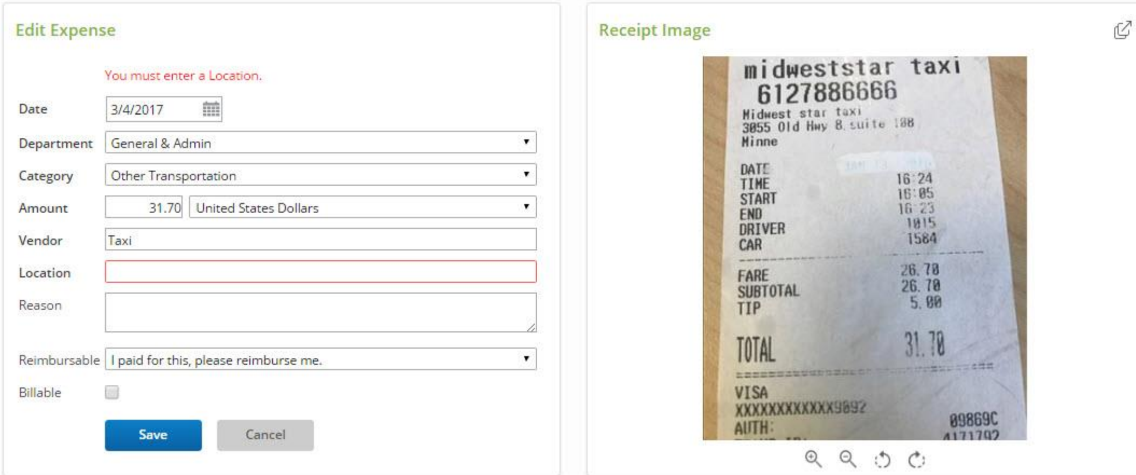
Step 3: Click **Edit Item** for the specific receipt line.



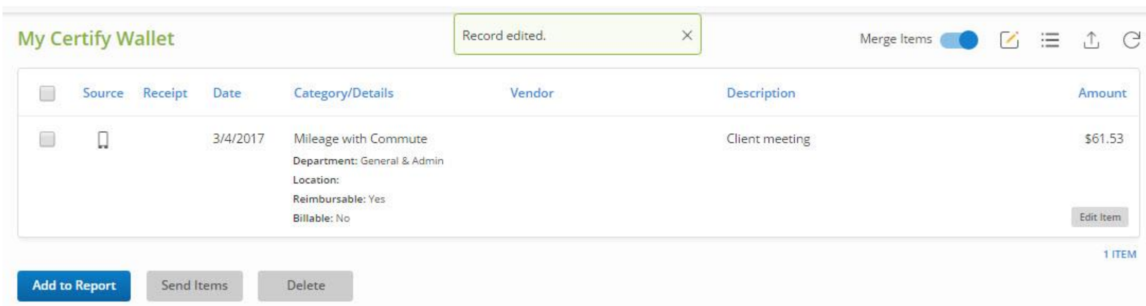
Step 4: All fields will be available for changes. Make your edits and click **Save**.



After clicking **Edit Item**, Certify will also prompt if any required details are missing, similar to using the **Cleanup Wizard.**



Step 5: New edits will be available in the **Certify Wallet.**



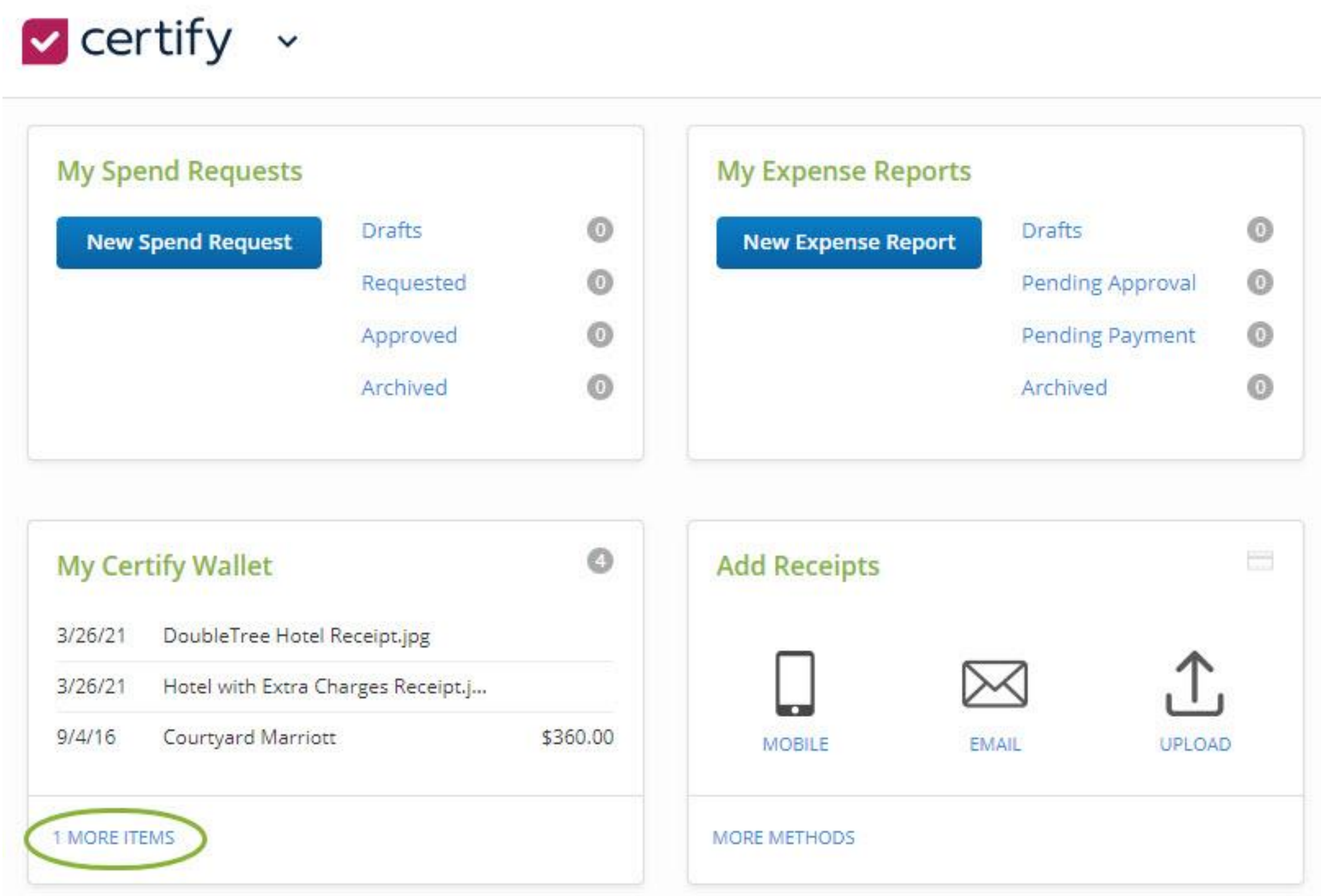
Deleting Receipts & Expenses from the Wallet

Receipts and expenses added to an expense report move out of your **My Certify Wallet** to the expense report. You can easily delete them from your **My Certify Wallet**, and it does not affect any expense reports being processed.

This article shows you how to delete an item from your **Certify Wallet**.

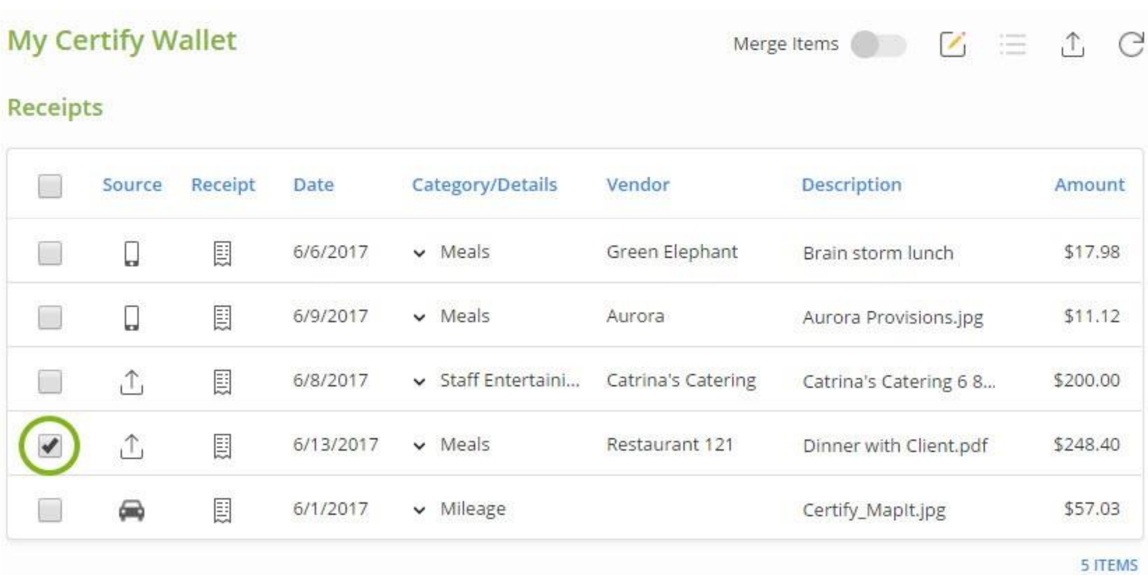
Please Note: *Your organization may restrict the ability to delete imported credit card expenses from Certify. If you need to delete a read-only expense, contact your* **Certify Administrator**.

Step 1: On your account homepage, under **My Certify Wallet**, select **More Items.**



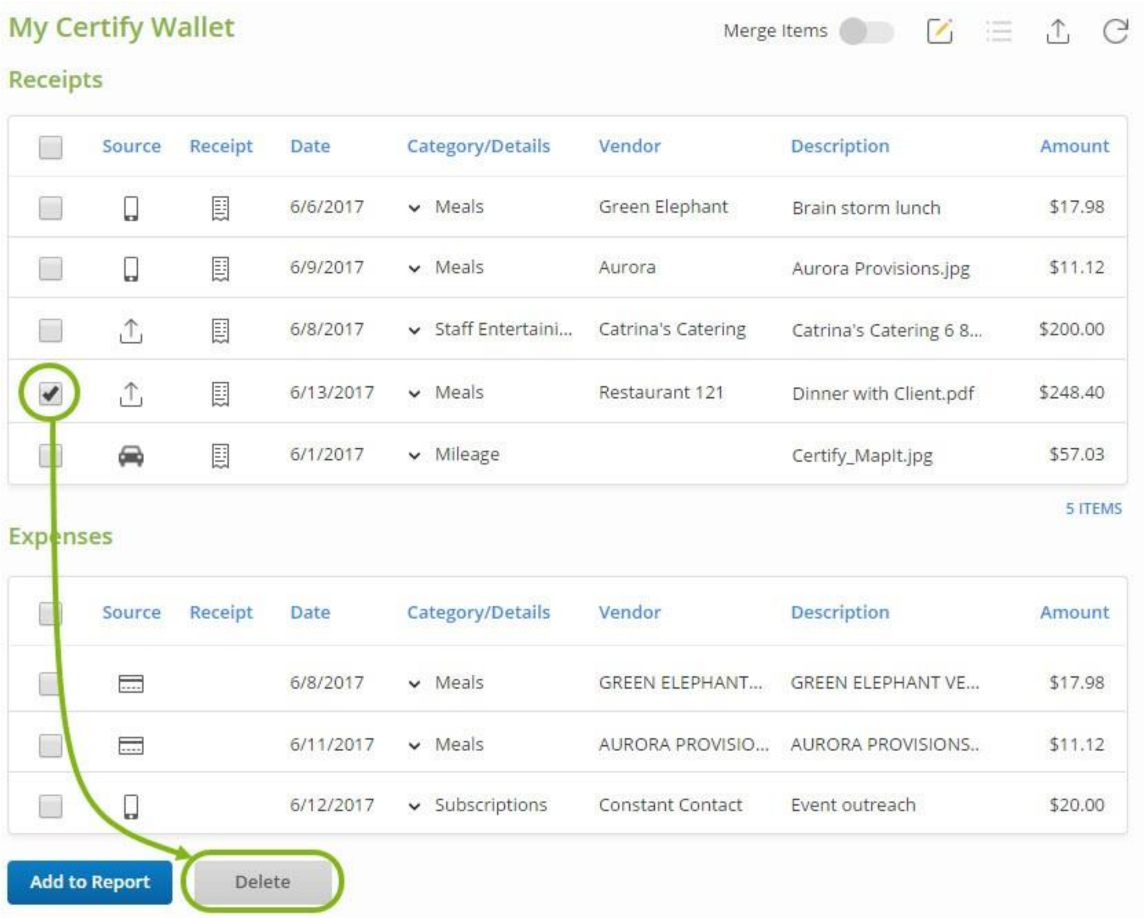
Step 2: On the **Certify Wallet**, select the checkbox of the receipt or expenses you want to delete.

To select multiple items, select the checkbox next to each one. Or to select all, choose the top checkbox.



Step 3: Click **Delete** at the bottom of the page to remove the selected items.

Please Note: Corporate credit card transactions cannot be recovered. Small Business card transactions can be recovered via the **Get Transactions** button.



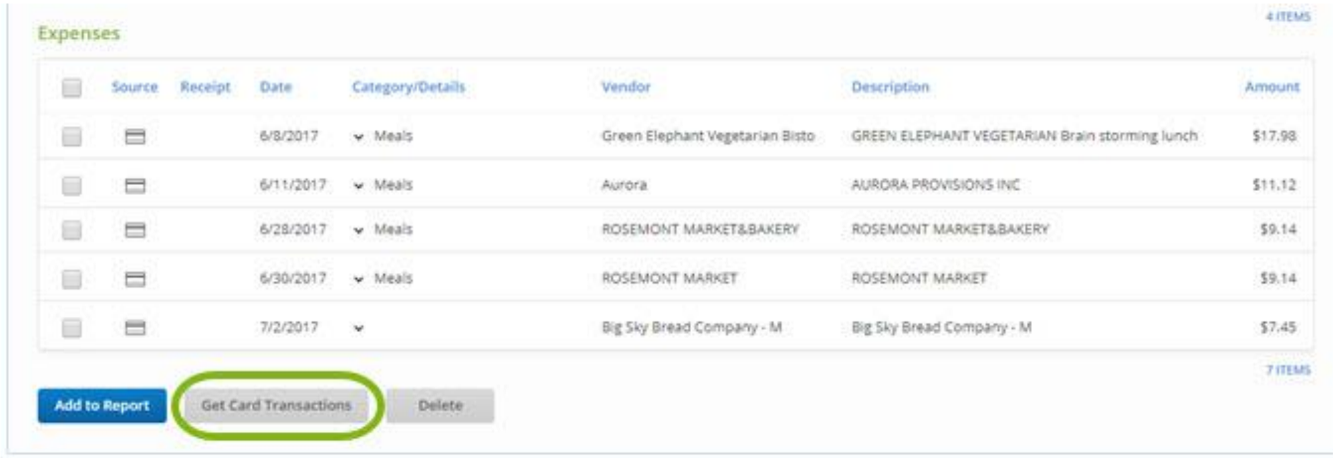
Credit Card Troubleshooting

Small Business Finicity Tool

Missing Transactions

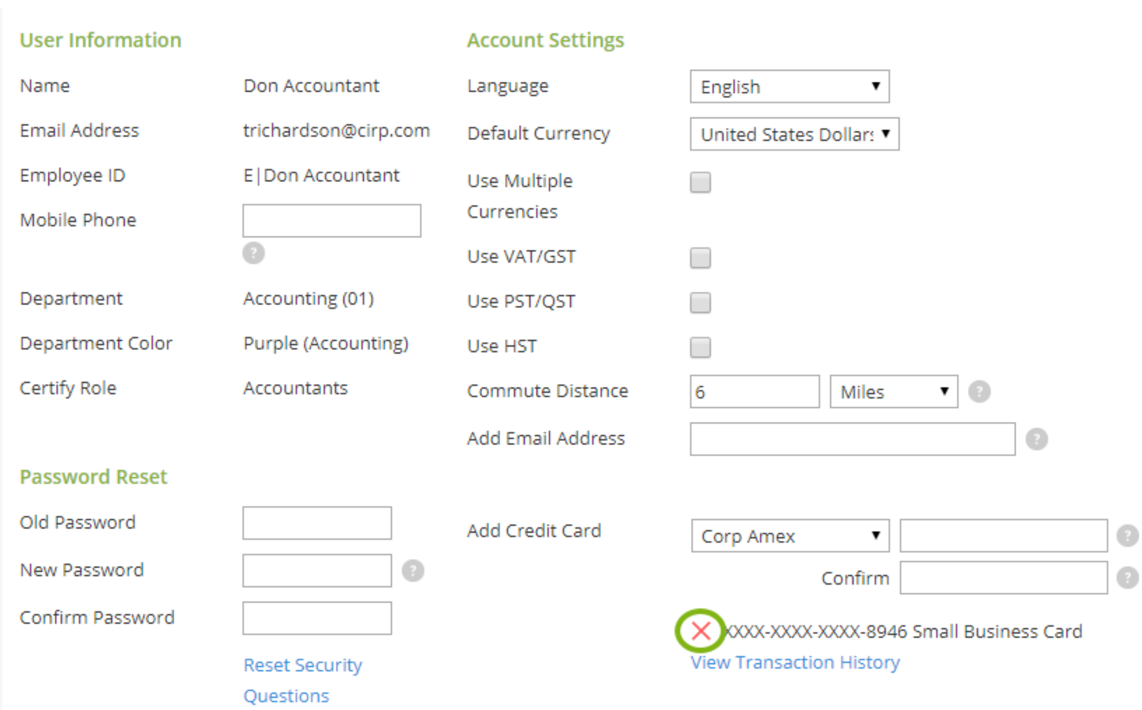
To Resolve:

Step 1: Access **Get Card Transactions**



Step 2: Re-establishing the link to recover your expenses: https://help.certify.com/hc/en-us/articles/115000695973-Re-Linking-a-Credit-Card-When-Recovering-Expenses

Step 3: Delete/re-add your card to your account.



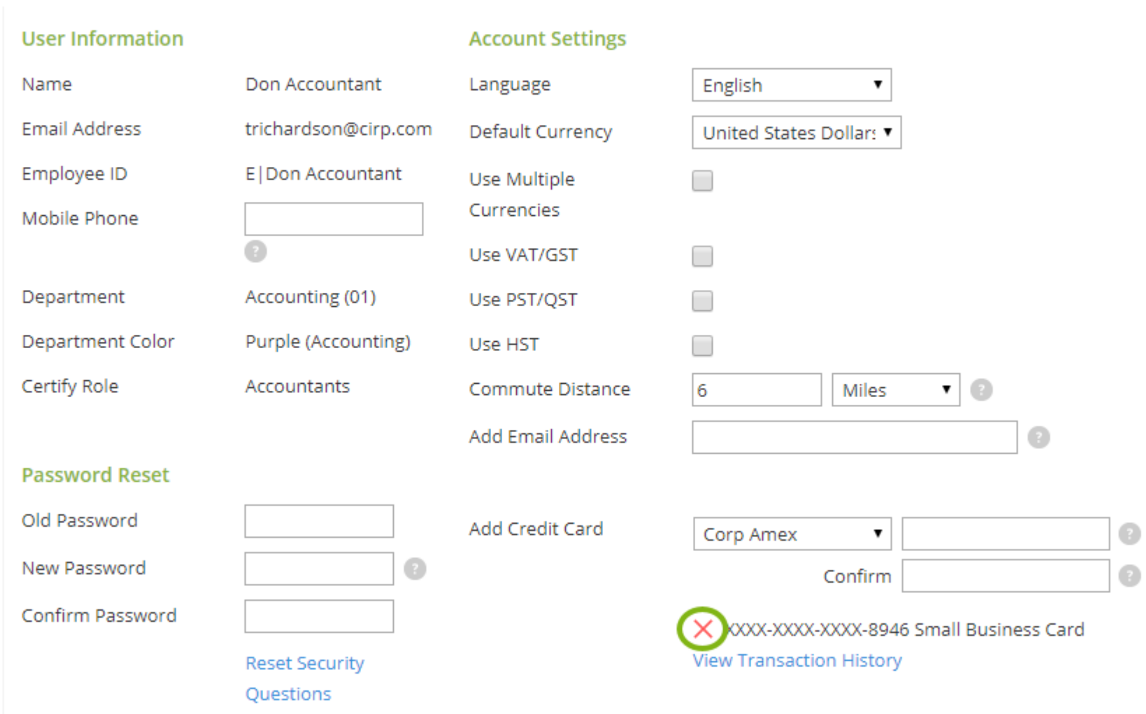
Step 4: Submit a ticket to Support with recent transaction examples such as date, vendor or amount.

Connection Issue:

To Resolve:

Step 1: Re-establishing the link to recover expenses: https://help.certify.com/hc/en-us/articles/115000695973-Re-Linking-a-Credit-Card-When-Recovering-Expenses

Step 2: Delete/re-add card to your account.



Step 3: Submit a ticket to Support outlining the issue and details of the card in question.

Discrepancy in Transactions Reported

To Resolve:

Step 1: Submit a ticket to Support outlining the issue and the details of the card in question. Also submit the transaction details and bank statement if available.

Corporate Credit Card Integration

Missing Transactions

To Resolve:

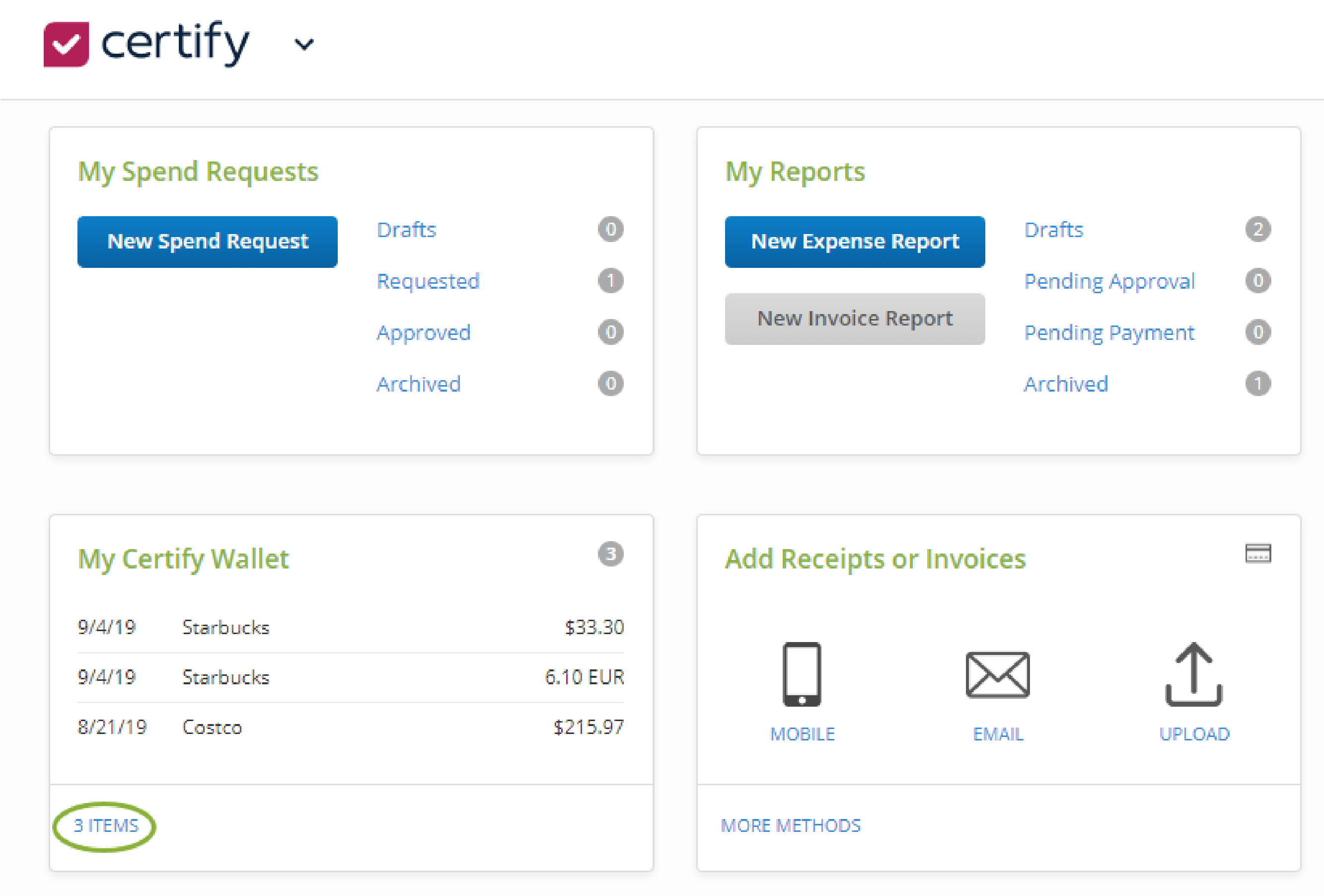
Step 1: Access **My Imported Card Transactions**: https://help.certify.com/hc/en-us/articles/115002641934-Creating-New-Expenses-from-My-Imported-Credit-Card-Transactions

Step 2: If you're still missing transactions, submit a ticket to Support with some recent transaction examples such as date, vendor, or amount.

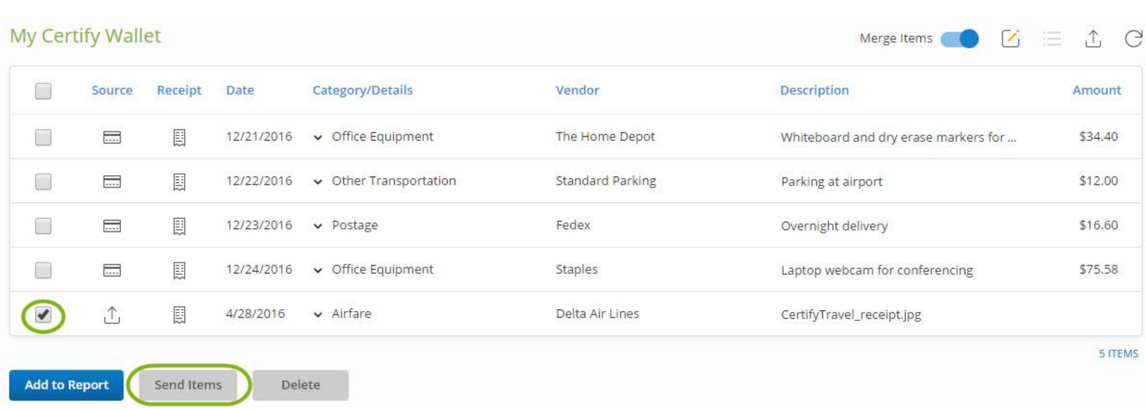
Send Selected Receipt as a Delegate

Certify Administrators and delegate users are able to add receipt images to their Certify Wallets and then send the receipts to another user's account for which they have delegate user access. This article shows you how to use the **Send Selected Receipt** feature.

Step 1: On your account homepage, select **More Items** in the **Certify Wallet** section.

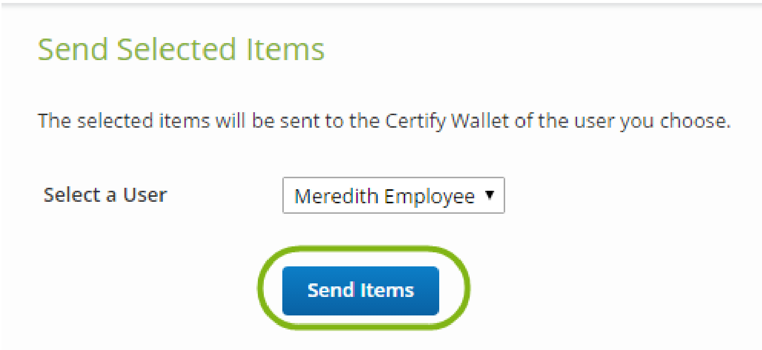


Step 2: Click the checkbox for each receipt you want to send and then select **Send Items.**



Step 3: Select a user for which you have delegate rights in the **Select a User** dropdown menu.

Please note: Users with Certify Administrative rights will be able to send receipts to any user.

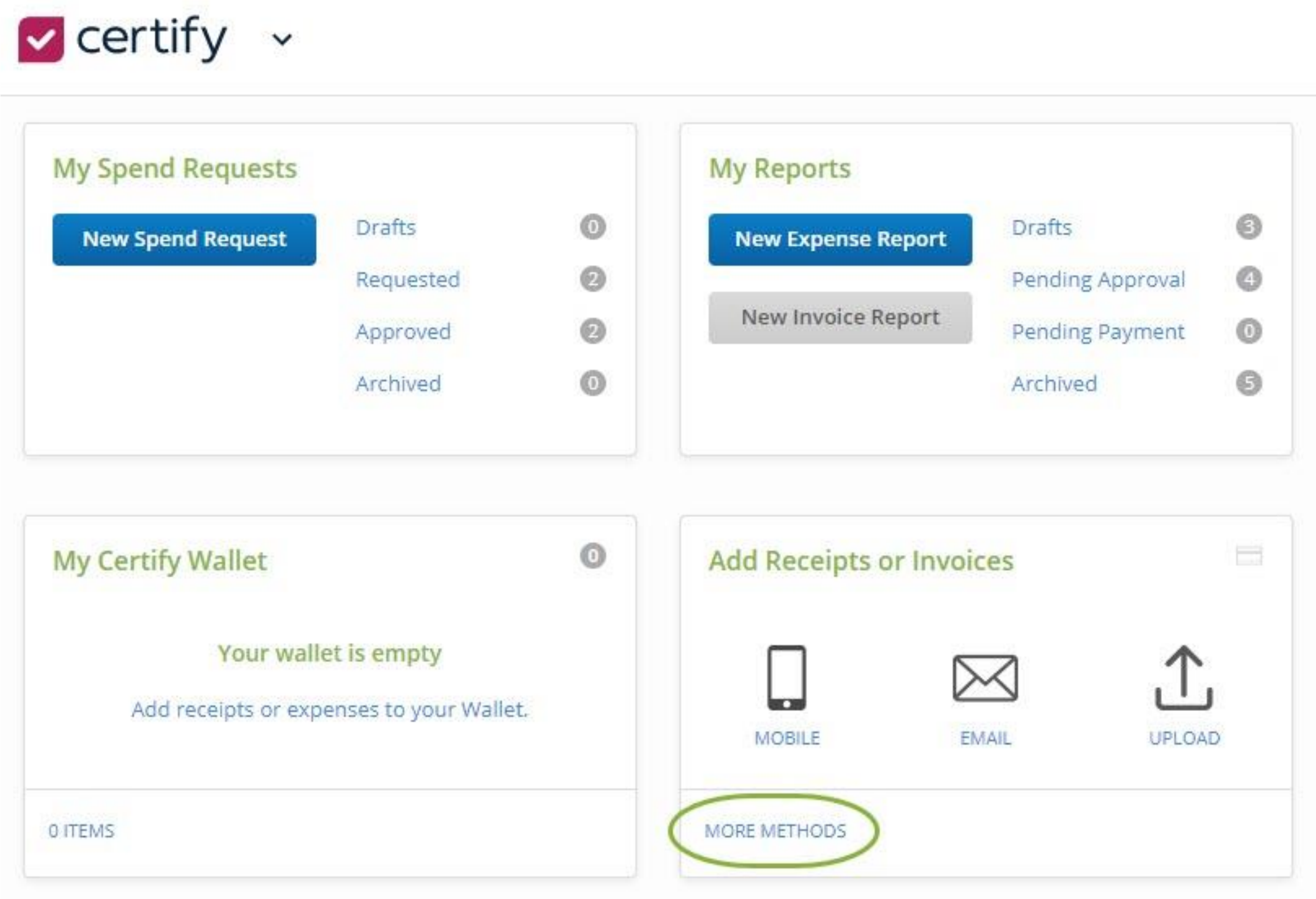


Step 4: Click **Send Items** to move the receipts from your Certify Wallet to the selected user's Certify Wallet.

Copy/Paste Expense Import

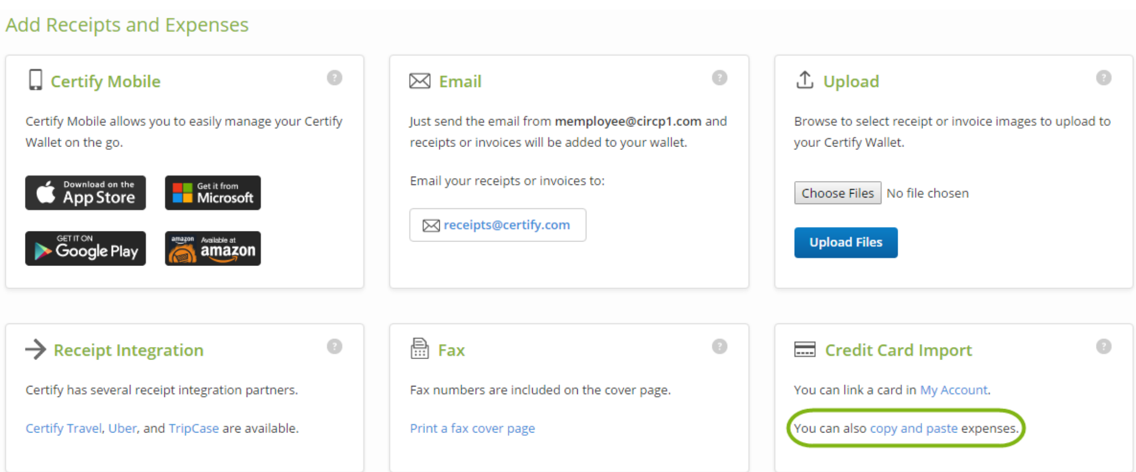
For companies who do not use Certify's credit card integration feature, Certify allows users to copy and paste credit card expense information directly into Certify. This article shows you how to import credit card expenses using the **Copy and Paste** feature.

Step 1: On your account homepage, click **More Methods** in the **Add Receipts** section.

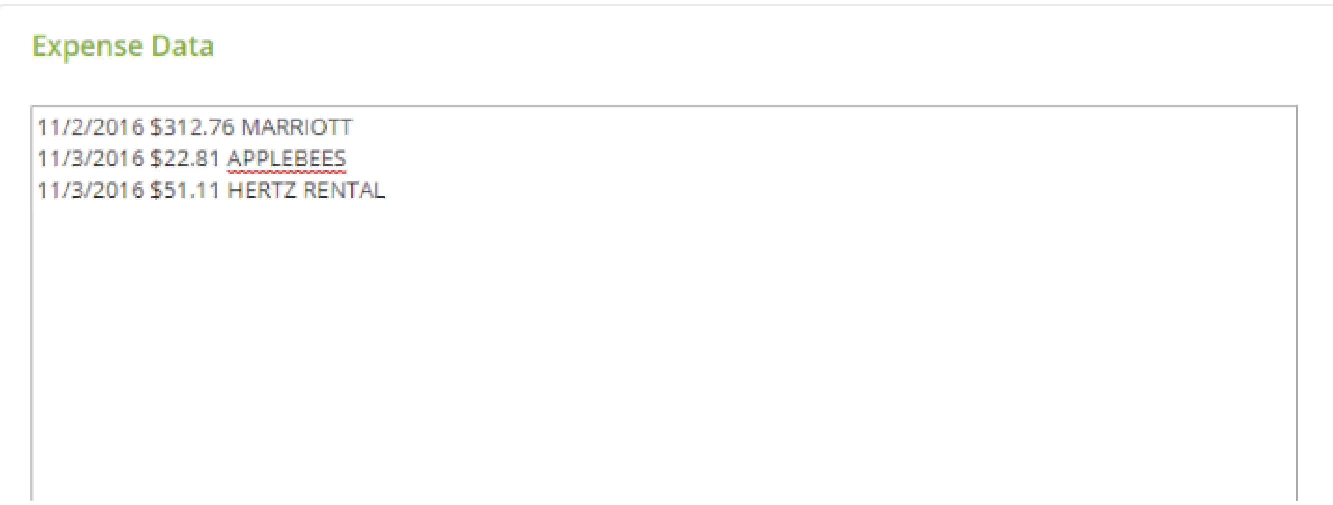


Step 2: In the **Credit Card Import** area, select copy and paste.

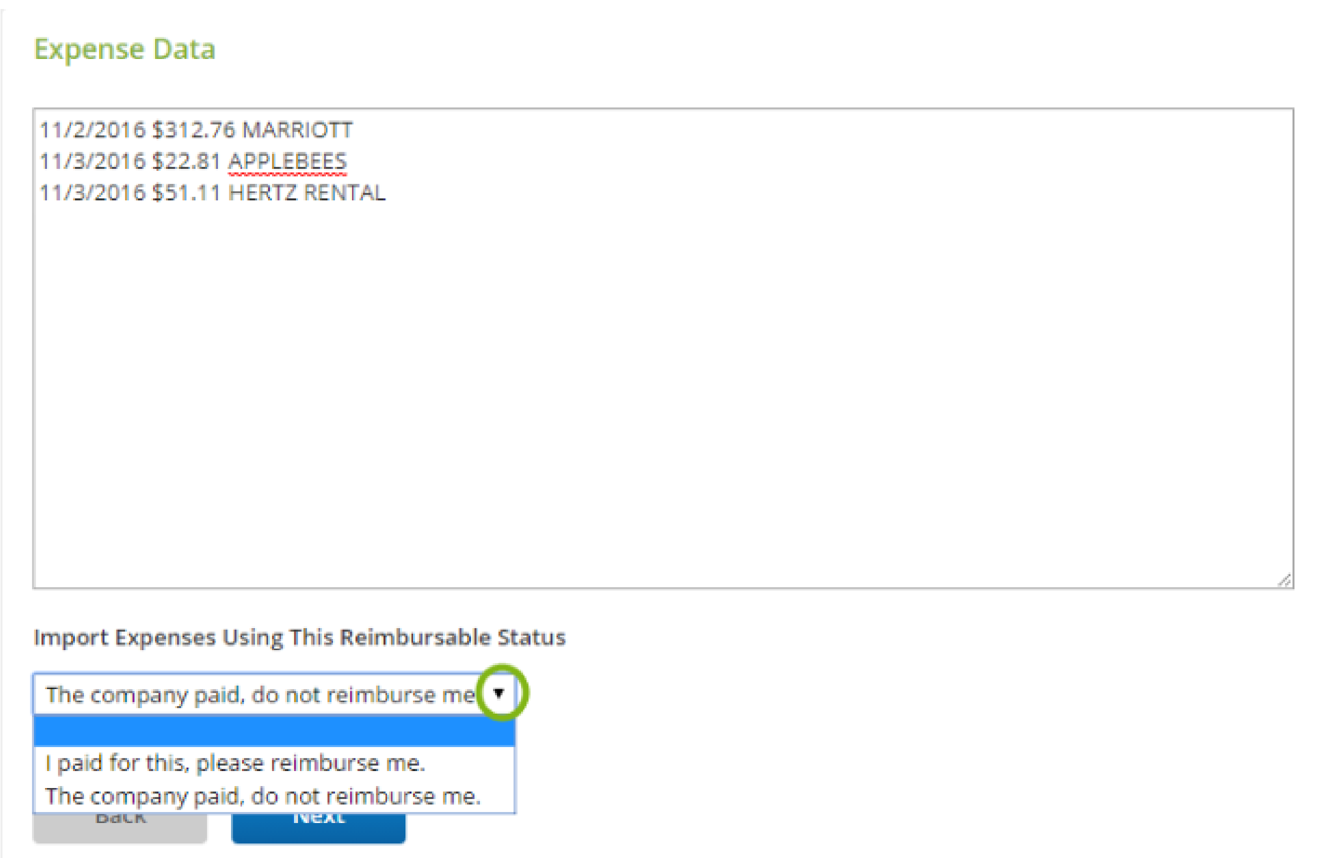
Please note: Users with an Accountant role will be able to copy/paste expense into any user's Certify Wallet.



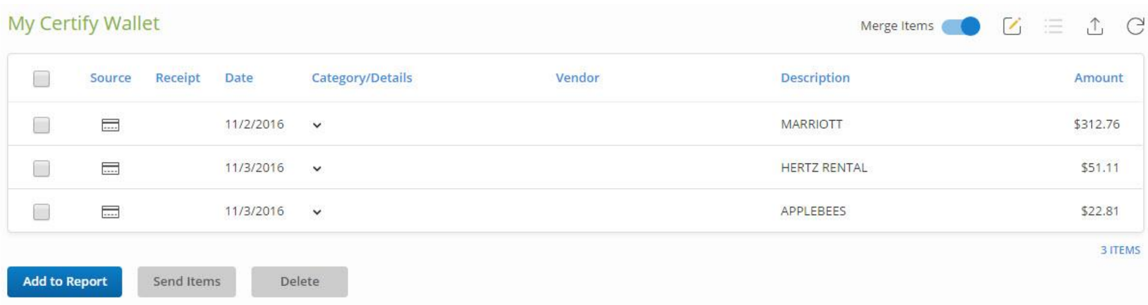
Step 3: Copy expense data from your online bank statement, and paste it in the textbox provided. Each expense should be on a separate line. Format the expense information to include the expense date as **MM/DD/YYYY**, and expense amount as **XX.XX.**



Step 4: Select the reimbursable status of the expenses being imported, then click **Next.**



Step 5: Once imported, the expenses will be sent to your Certify Wallet, and can be added to an expense report as needed.



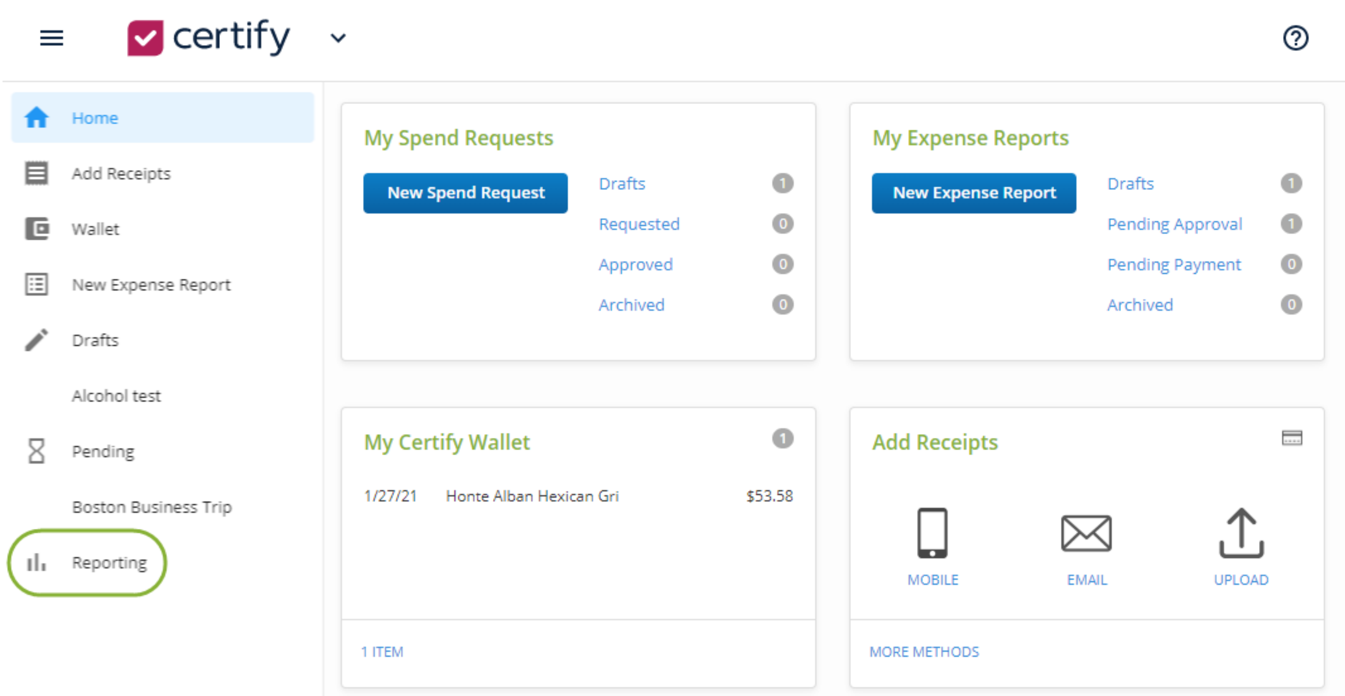
Creating New Expenses from My Imported Credit Card Transactions

The **My Imported Credit Card Transactions** tool, which uses data from the **Reconciliation and Accruals Workbench**, holds your own credit card transaction data from a **corporate credit card** feed. This report can be helpful to reconcile and find transactions that were either deleted or did not import into your **Certify Wallet.**

This article shows you, a **report submitter,** how to create new expenses **from My Imported Credit Card Transactions.**

Please Note: *If you are using a small business, or personal credit card feed, please see: Recovering Credit Card Expenses.*

Step 1: On your account home page, select **Analytics**.



Step 2: Open **My Imported Credit Card Transactions** under **Travel and Expense Analysis**.

Travel and Expense Analysis

Expenses By Category The Expenses by Category report shows all expenses grouped by expense category as well as by employee. This report allows you to view totals for expense categories and employees simultaneously.

Expenses by GL Dimension This report shows expense detail with all Employee and Expense level GL Dimensions

Hotel Nights By State/Province The Hotel Nights by State/Province report shows a summary of lodging nights grouped by state/province with sub-groupings by lodging vendor within that state/province.

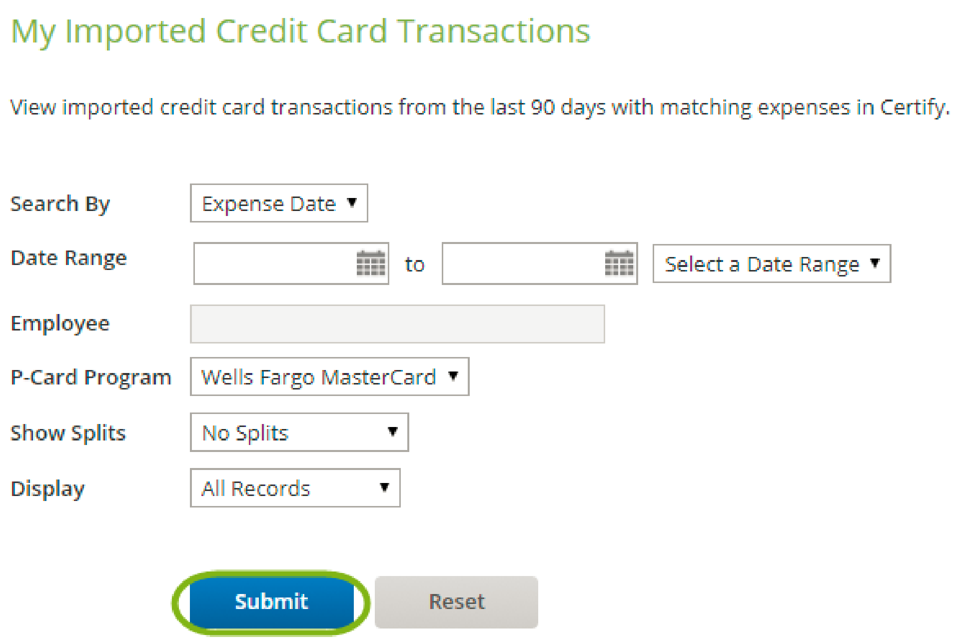
Meals Attendees Shows group meals expenses with detailed and free text attendee information.

Mileage By Employee The Mileage By Employee report shows personal automobile usage including subtotals by employee.

My Imported Credit Card Transactions View imported credit card transactions from the last 90 days with matching expenses in Certify.

My Pending Expense Reports View your expense reports that are currently in the approval process. The report also shows imported expenses not yet assigned to draft expense reports as well as draft expense reports not yet submitted for approval.

Step 3: Use the search parameters to filter your results.



Step 4: The report will not only detail credit card expenses that imported to your wallet correctly, but it will also detail deleted expenses, as well as expenses that did not import correctly.

- **Deleted** expenses will be highlighted in red.
- **Unmatched** (did not import) expenses will be highlighted in yellow.

Columns include:

- **Credit Card Date:** The date of the transaction
- **Credit Card Posting Date:** The posting date of the transaction
- **Card Number:** Last four digits of the credit card number
- **Cardholder Name:** The cardholder name
- **Transaction ID:** The transaction ID from the credit card transaction
- **Credit Card Amount:** The amount from the credit card transaction
- **Credit Card Currency:** The currency from the credit card transaction
- **Credit Card Orig Amount:** The original amount from the credit card transaction
- **Credit Card Orig Currency:** The original currency from the credit card transaction
- **Credit Card Vendor:** The vendor from the credit card transaction
- **Credit Card Location:** The location from the credit card transaction
- **P-Card Program:** The P-Card Program the file is tied to
- **Match Status:** This will contain one of 3 values:

--> MATCHES TO -->: if there is a matching expense in Certify

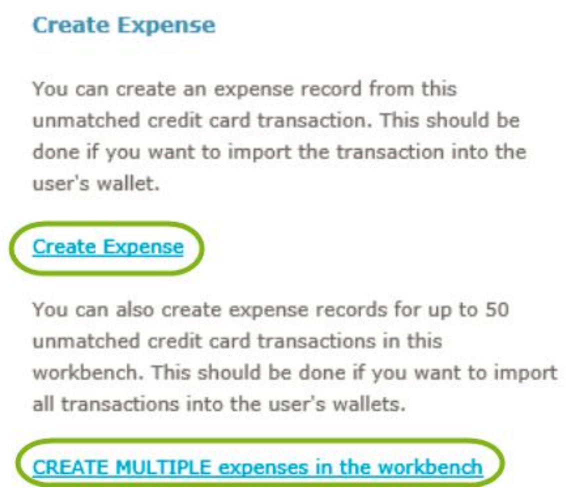
*** NO MATCH ***": if there is no matching expense in Certify

*** DELETED ***": if the expense was in Certify but has since been deleted

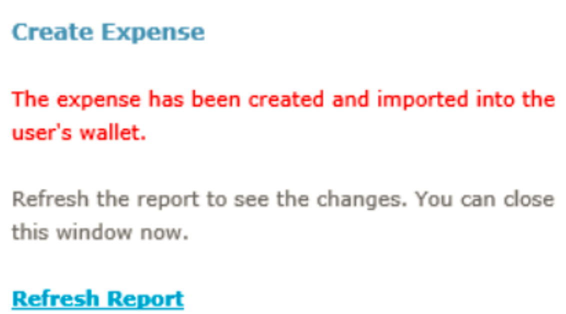
Step 5: Use the **Create Expense** link next to the unmatched (yellow) or deleted (red) expense.

Create Expense	Credit Card Date	Credit Card Posting Date	Card Number	Cardholder Name	Transaction ID	Credit Card Amount	Credit Card Currency	Credit Card Orig Amount	Credit Card Orig Currency
	6/20/2017	6/21/2017	[illegible]	[illegible]	[illegible]	-0.80	USD	-0.80	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	15.00	USD	15.00	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	63.23	USD	63.23	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	74.77	USD	74.77	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	62.94	USD	62.94	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	668.36	USD	668.36	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	131.09	USD	131.09	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	39.89	USD	39.89	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	39.00	USD	39.00	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	159.15	USD	159.15	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	6.73	USD	6.73	USD
	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	264.07	USD	264.07	USD
Create Expense	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	23,430.23	USD	23,430.23	USD
Create Expense	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	34.62	USD	34.62	USD
Create Expense	6/21/2017	6/21/2017	[illegible]	[illegible]	[illegible]	379.54	USD	379.54	USD
Create Expense	6/21/2017	6/21/2017	[illegible]	[illegible]		227.94	CAD	227.94	CAD
Create Expense	6/21/2017	6/21/2017	[illegible]	[illegible]		8,772.59	CAD	8,772.59	CAD
Create Expense	6/21/2017	6/21/2017	[illegible]	[illegible]		0.10	CAD	0.10	CAD
Create Expense	6/21/2017	6/21/2017	[illegible]	[illegible]		877.71	CAD	877.71	CAD

Step 6: In the new window, select whether to create a single expense or up to 50 at once.



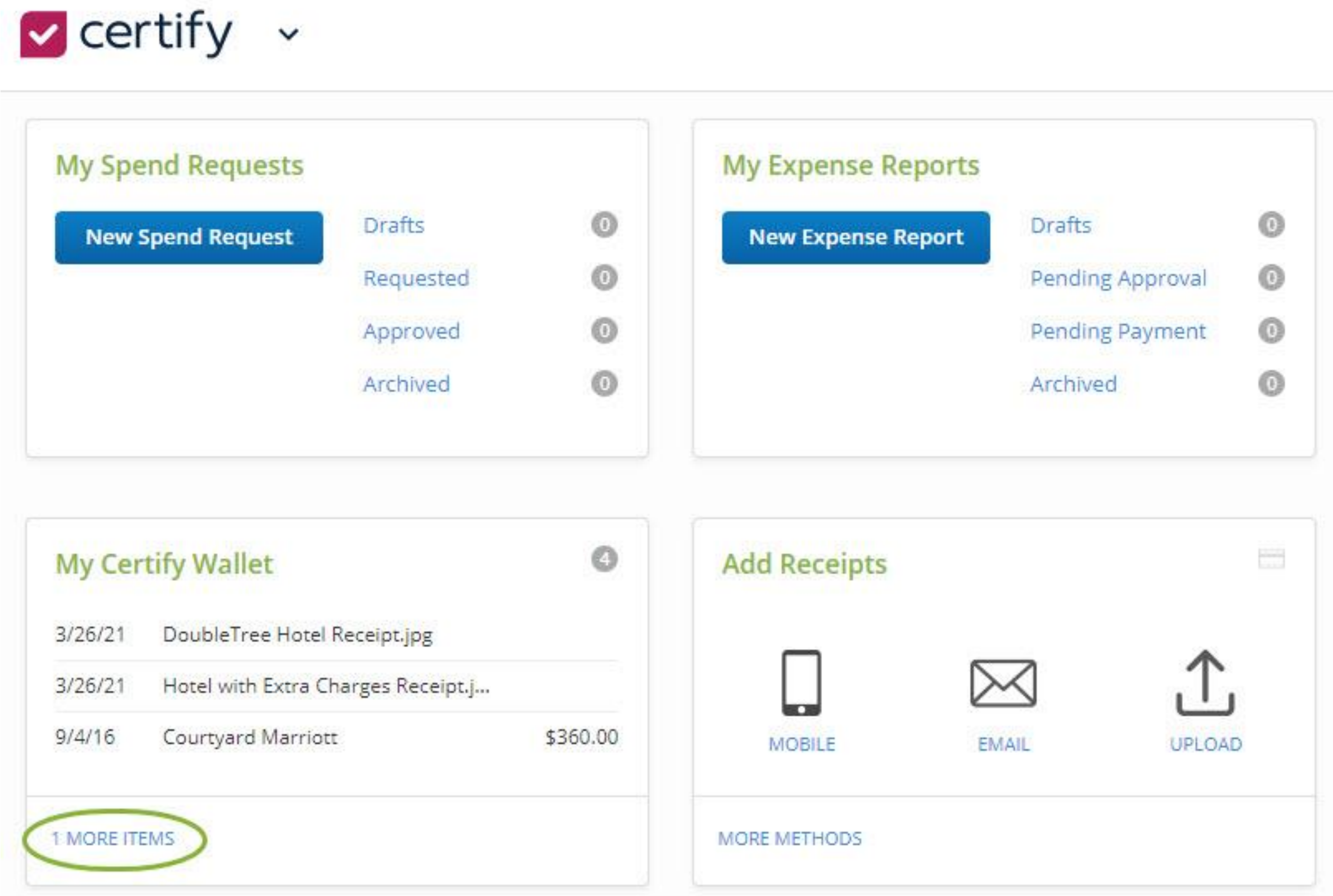
Step 7: You will see a confirmation page when the expenses have been created. Refresh the report if necessary.



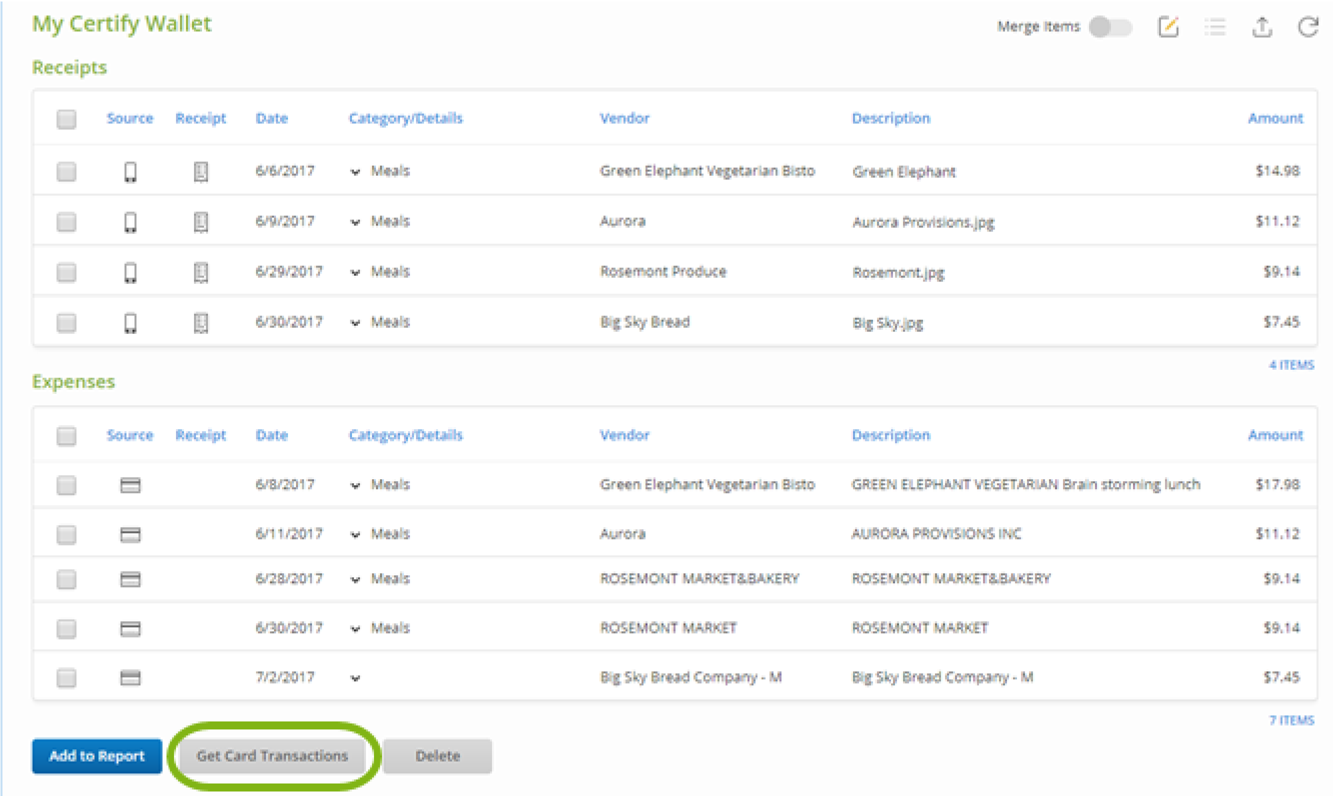
Recovering Credit Card Expenses

If you use a **Small Business Credit Card** or a **Personal Card** with your Certify account, the **Finicity Support Tool** offers a quick and easy way for you to recover credit card expenses not imported into your **Certify Wallet**. This article shows you how to import missing credit card transactions to your **Certify Wallet** using the **Finicity Support Tool.**

Step 1: On your Certify account homepage, open your **Certify Wallet** by clicking **More Items**.

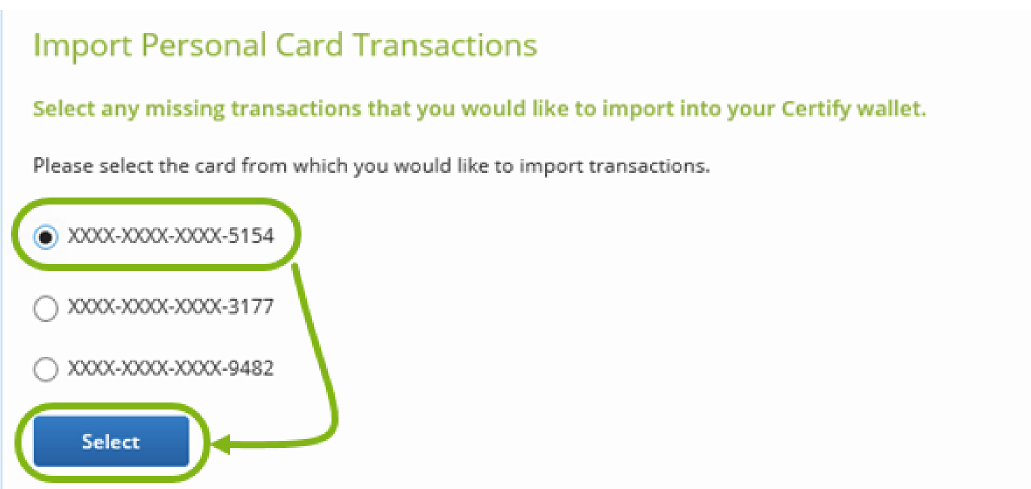


Step 2: On your Certify Wallet page, click Get Card Transactions.

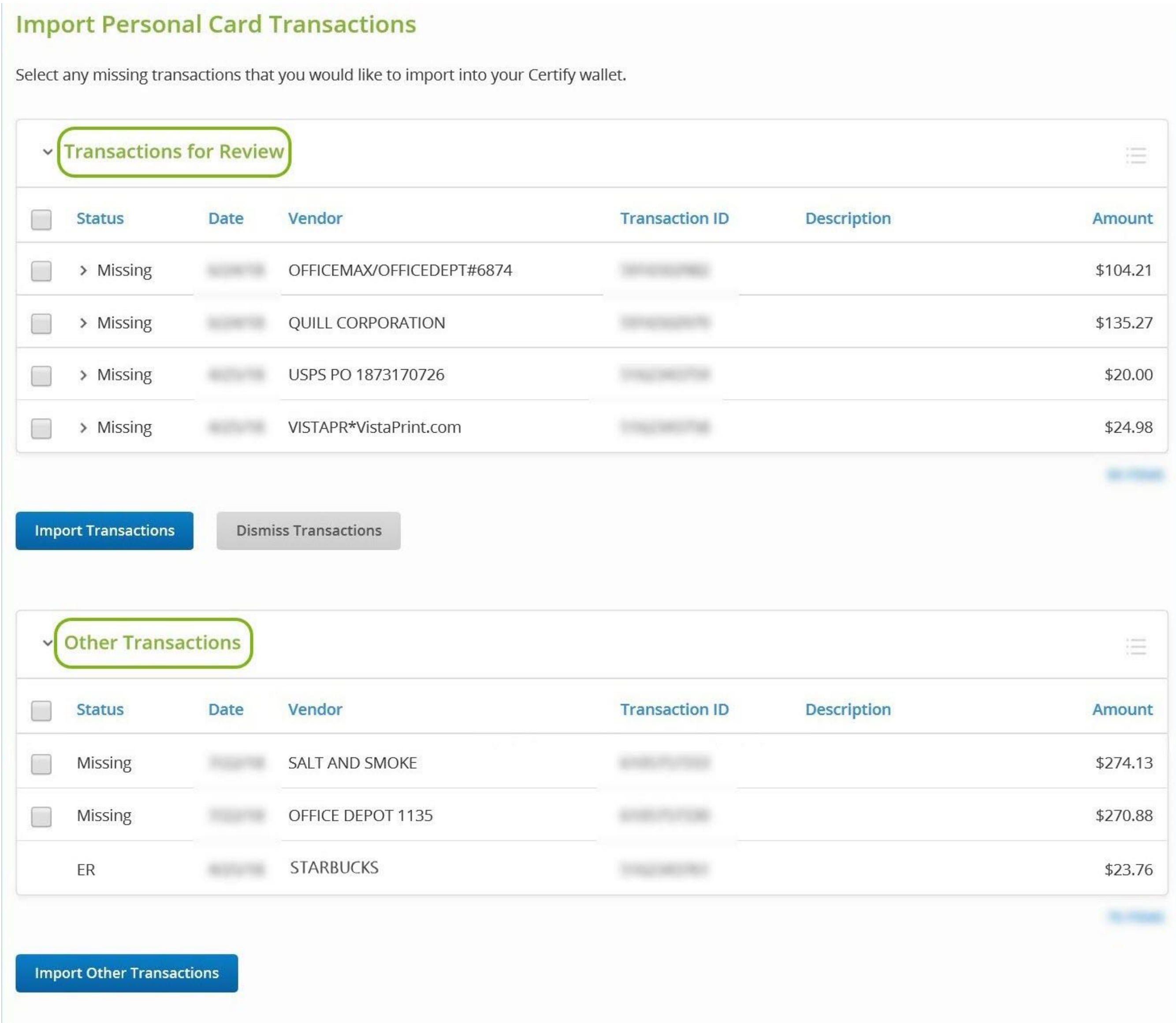


Step 3: If you have only one card linked with Certify, the **Import Personal Card Transactions** page opens with a list of transactions (proceed to **Step 4**).

If you have multiple credit cards linked within Certify, you are first prompted to select which account to use. Mark the radio button next to the card from which to import transactions, and then click **Select**.



Step 4: Mark the checkbox next to each **Missing** transaction to import into your **Certify Wallet**. Click **Import Transactions**.



Please Note: If you receive an error message rather than a list of transactions, you need to re-link your credit card.

Transactions for Review includes missing, non-imported transactions flagged as potential policy violations.

Other Transactions includes all other missing transactions without potential policy violations, and also lists any unprocessed imported transactions that reside in **My Certify Wallet** or in an expense report.

The **Status** column indicates:

- **ER** – The transaction is an existing Expense Report.
- **Missing** – The credit card transaction has not been imported to Certify.

- **Wallet** – The credit card transaction is in your **Certify Wallet**.

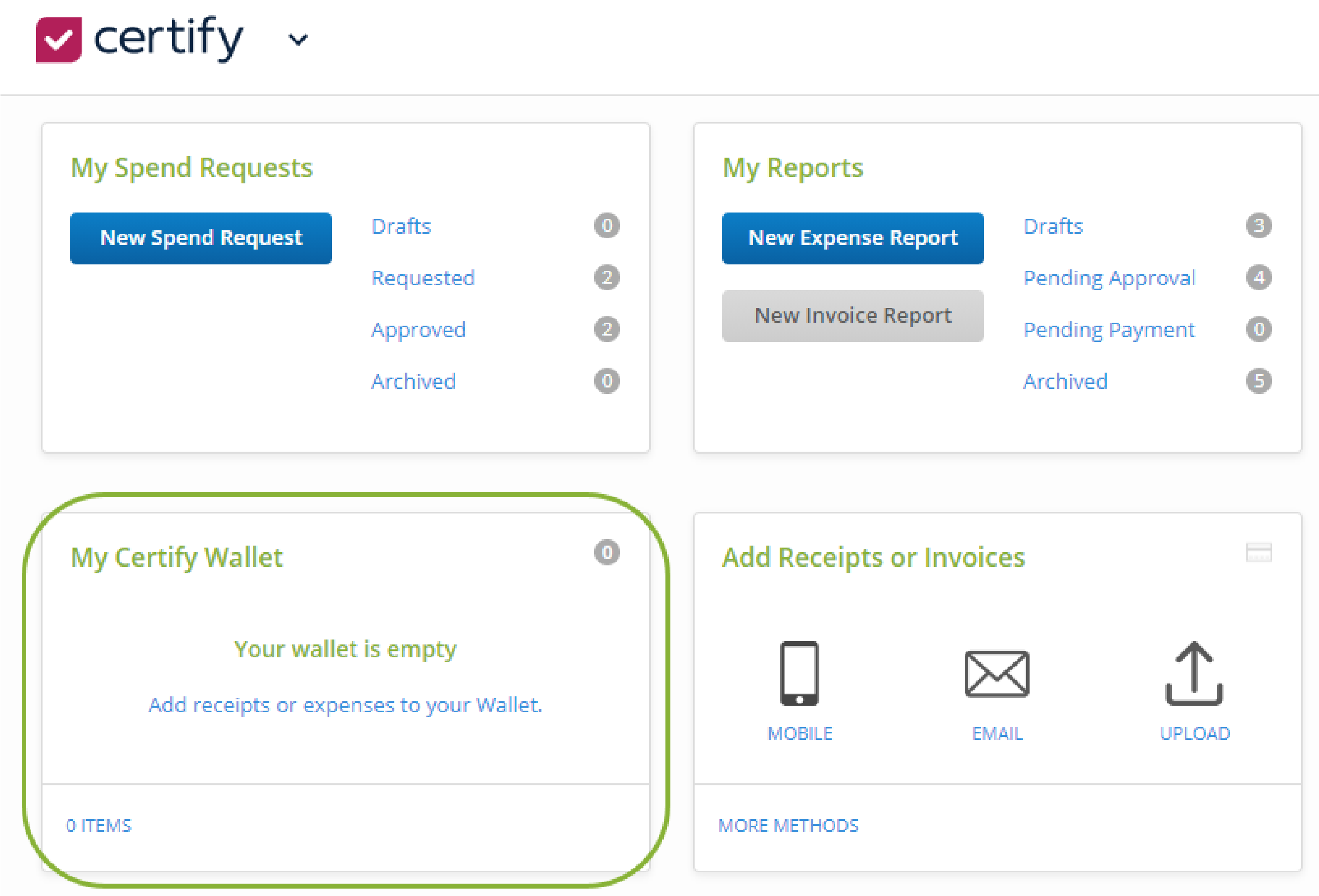
The transaction(s) are then added to the **Expenses** section of your **My Certify Wallet**.

Expense Report Creation

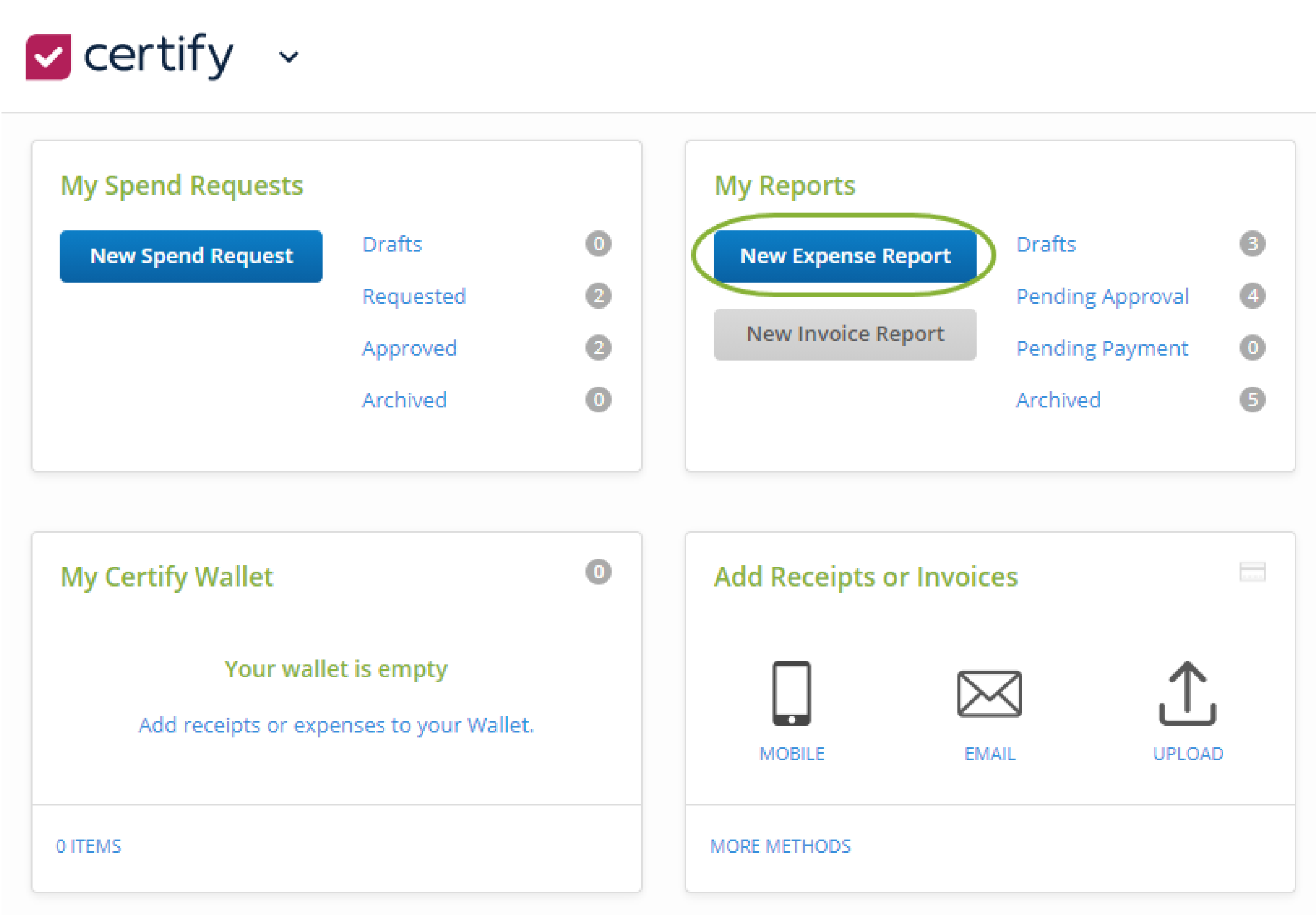
Creating a New Expense Report

The Create a New Expense Report tool will allow you to create an expense report anytime, on-demand. It automatically retrieves receipts and expenses from your Certify Wallet and adds them to a new or existing expense report, linking the receipts and expenses with matching dates and amounts. This article shows you how to **Create a New Expense Report**.

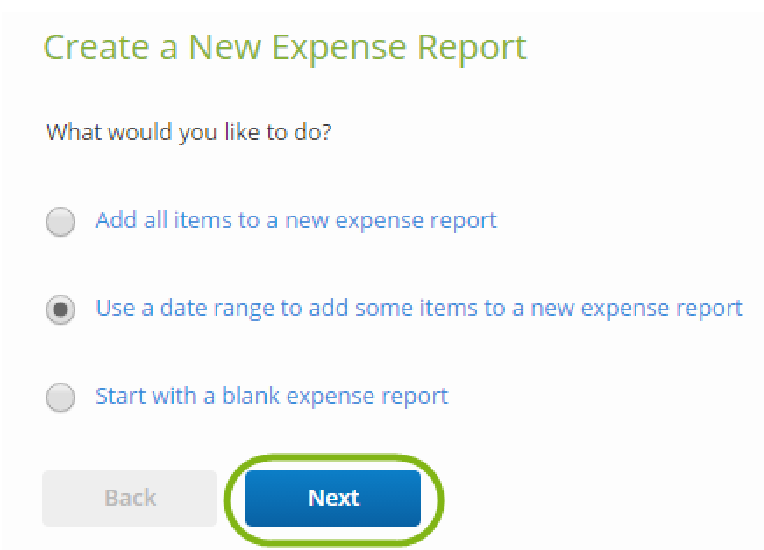
Step 1: Add receipts and expenses to your Certify Wallet.



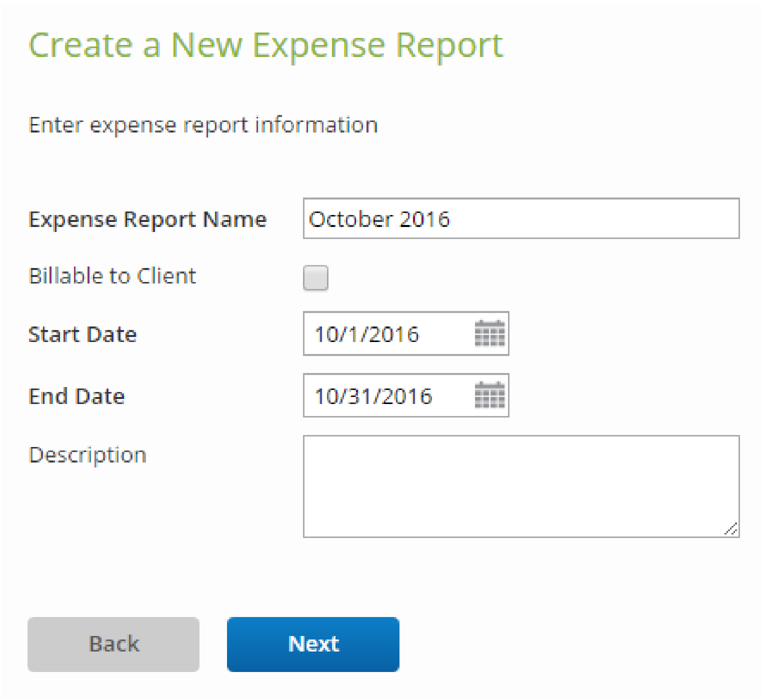
Step 2: Select **New Expense Report.**



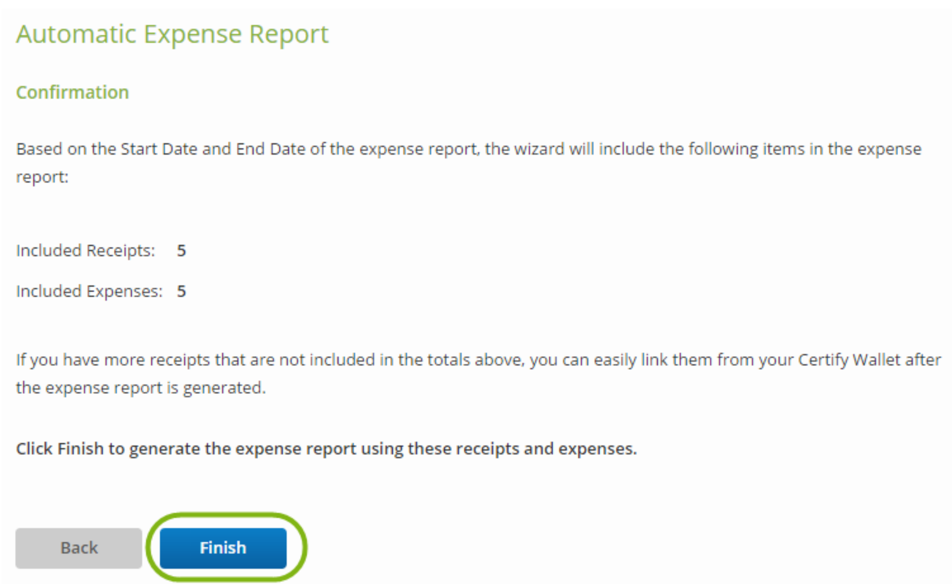
Step 3: Select one of the options provided. After selecting an option, click **Next**.



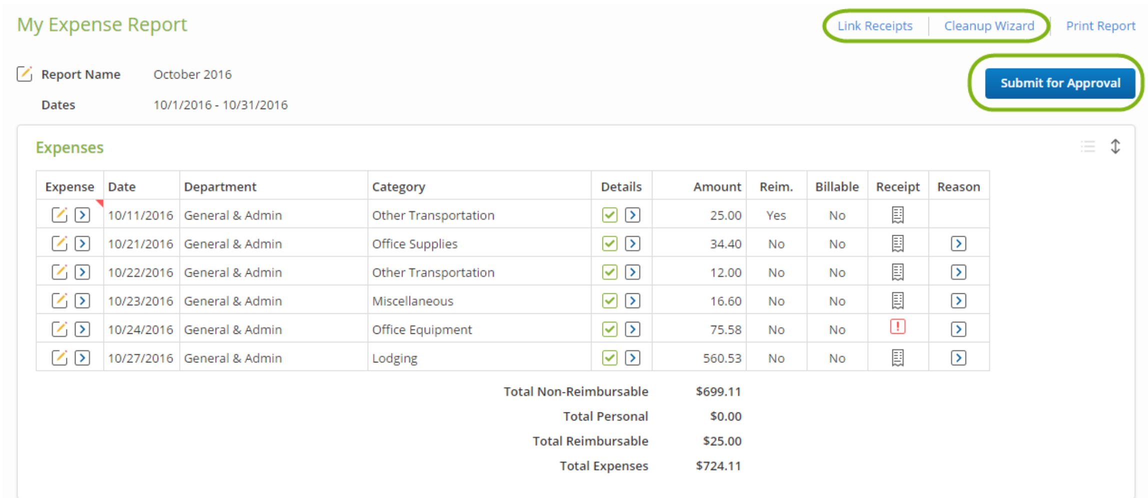
Step 4: On the next page, complete all of the bold fields. Click **Next**.



Step 5: The confirmation screen displays the number of receipts and expenses that are within the date range you provided in **Step 4**. Click **Next** to create the expense report.



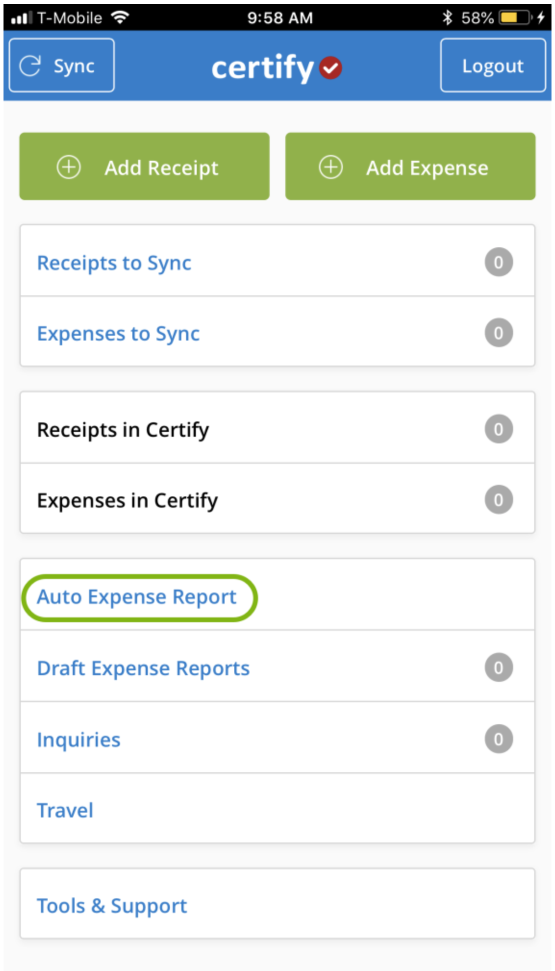
Step 6: On the **My Expense Report** page, review the expense report. Use the **Link Receipts Wizard, Clean Up Wizard**, or add other expenses as needed. When finished, select **Submit for Approval** to complete the submission process.



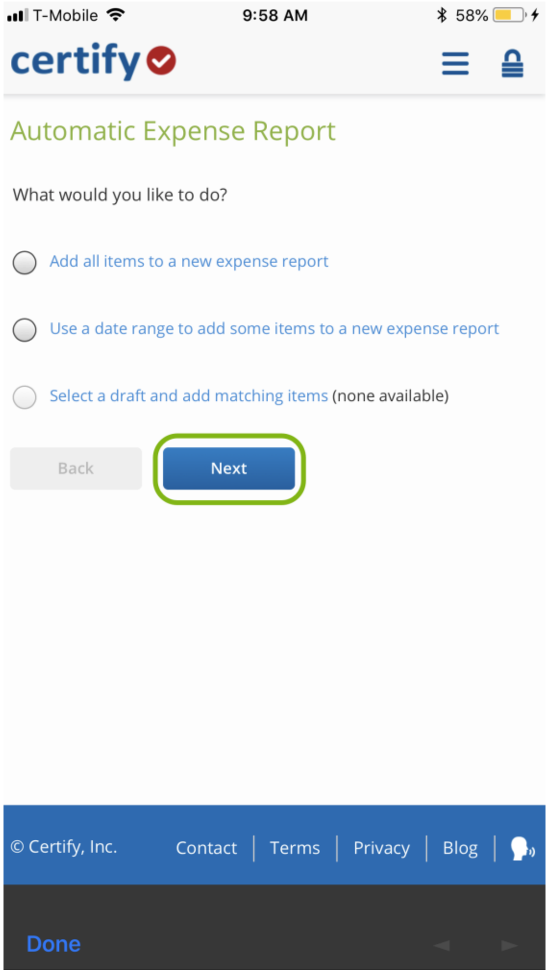
Creating an Expense Report on Certify Mobile

Certify allows you to create, edit, and submit an expense report right from the Certify Mobile app. This article shows you how to create an expense report and submit it for approval using Certify Mobile

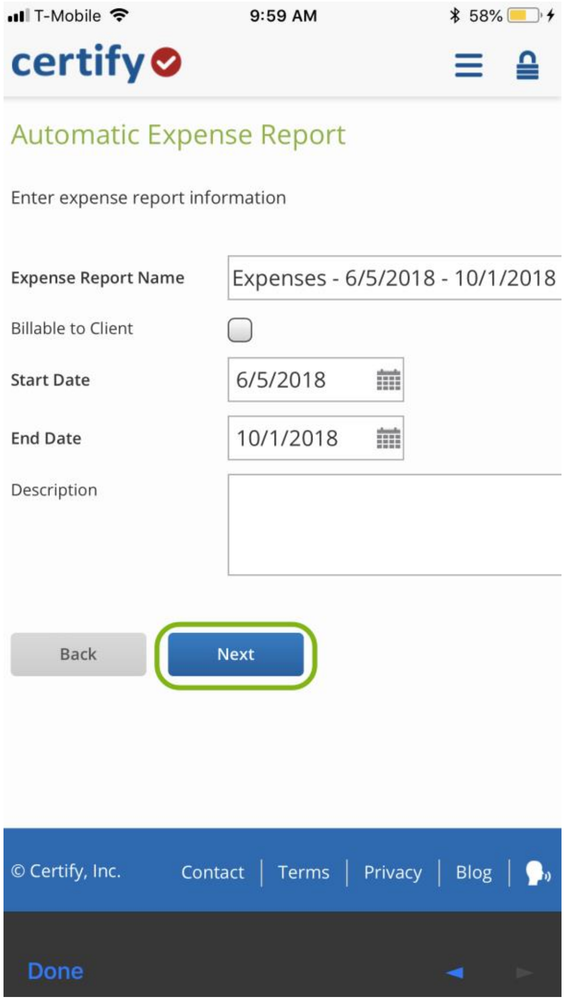
Step 1: After adding Receipts and/or Expenses, tap **Auto Expense Report** on the Certify Mobile homescreen.



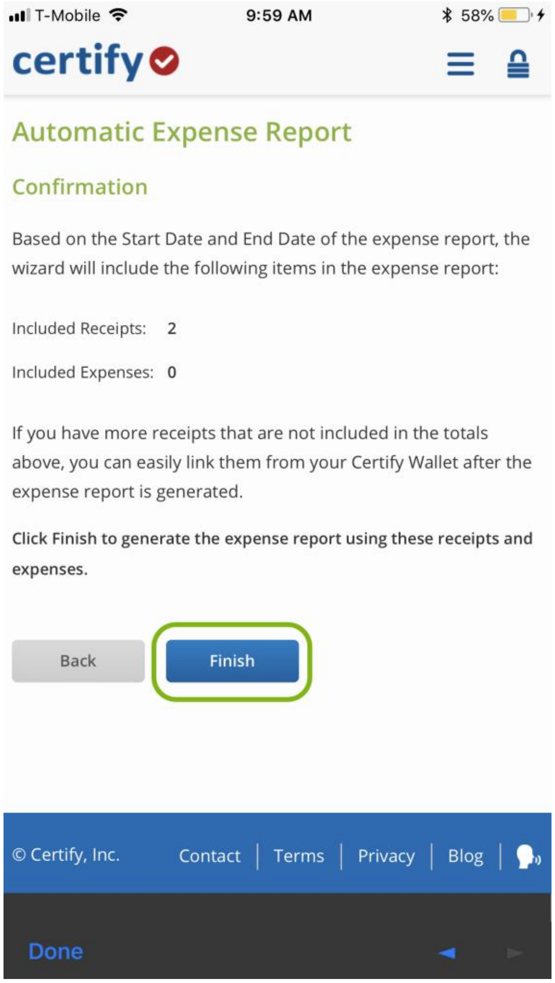
Step 2: On the next screen, select from the options provided.



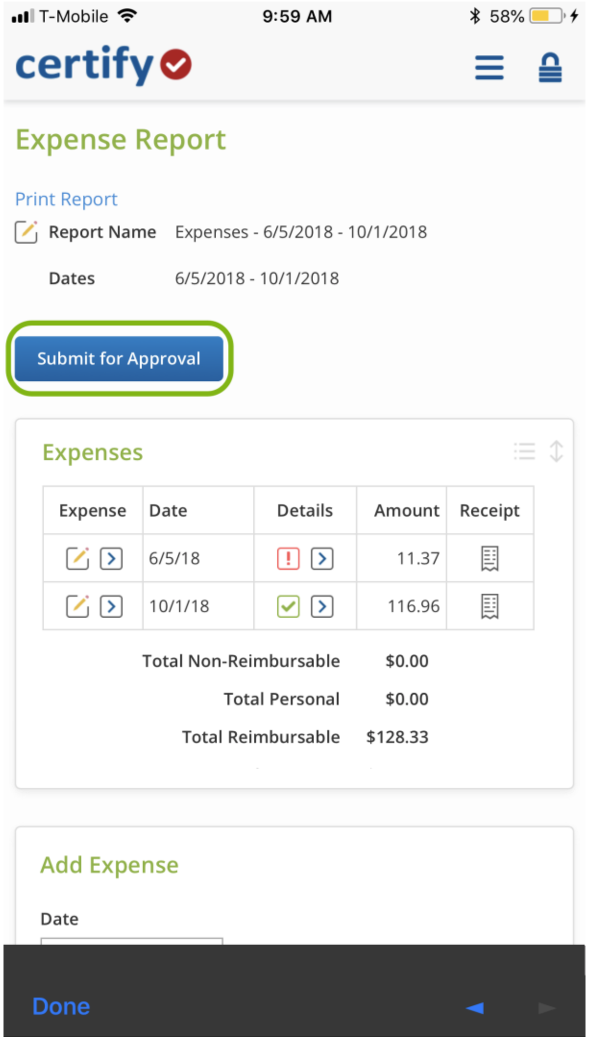
Step 3: On the next screen, complete all of the bolded fields. Click **Next**.



Step 4: On the next screen, review the number of receipts included in the expense report you are creating. Tap **Finish** to generate a new expense report.



Step 5: On the next screen, you can review the draft expense report and add any expenses as necessary by using the Link Receipts Wizard, the Cleanup Wizard, or by manually entering individual expenses. If you have no further edits to make, tap **Submit for Approval**.



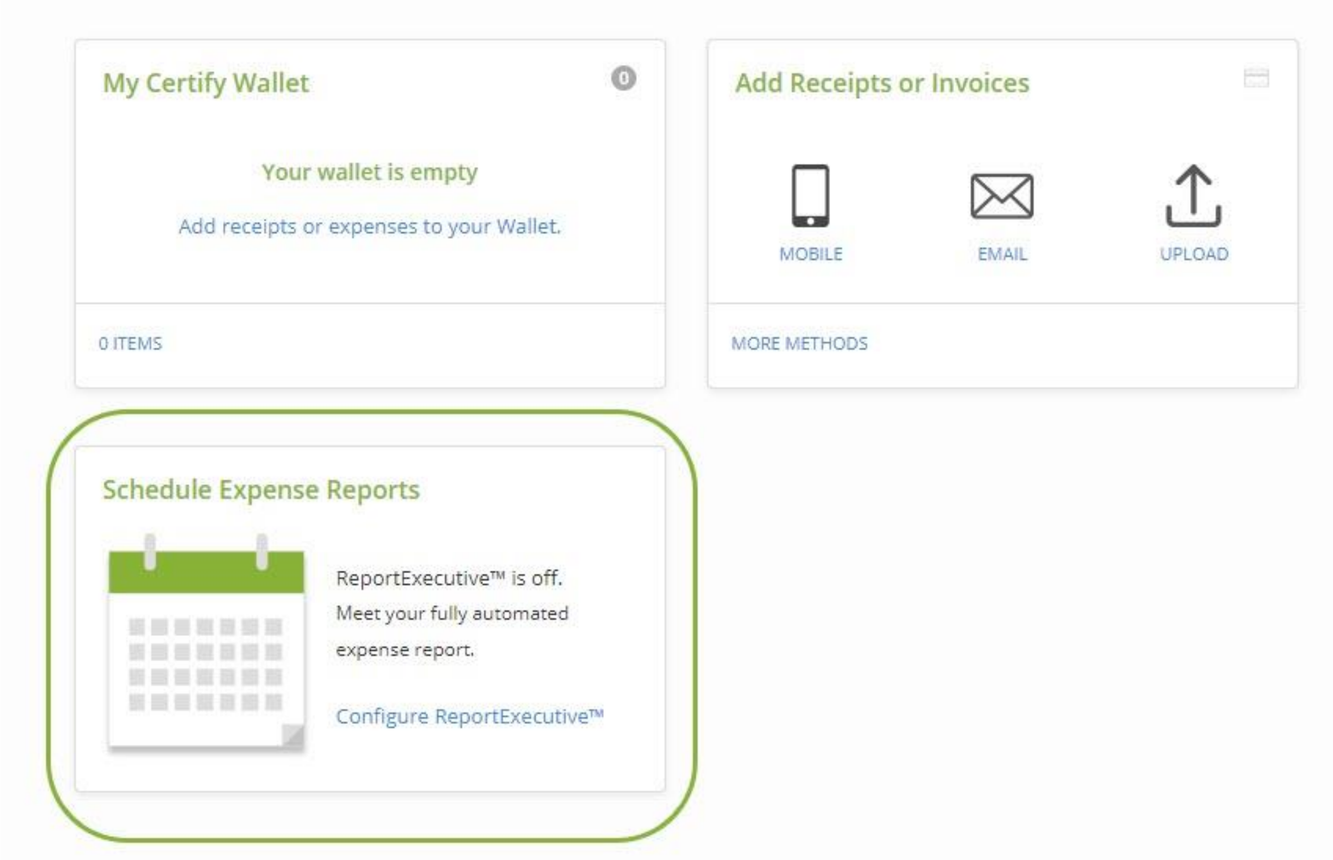
ReportExecutive – Company Schedule

Certify **ReportExecutive** automatically builds expense reports for you by merging all of the receipts and expenses in your Certify Wallet. Once the expense report has been built, you will receive an email letting you know that the expense report needs to be reviewed and submitted.

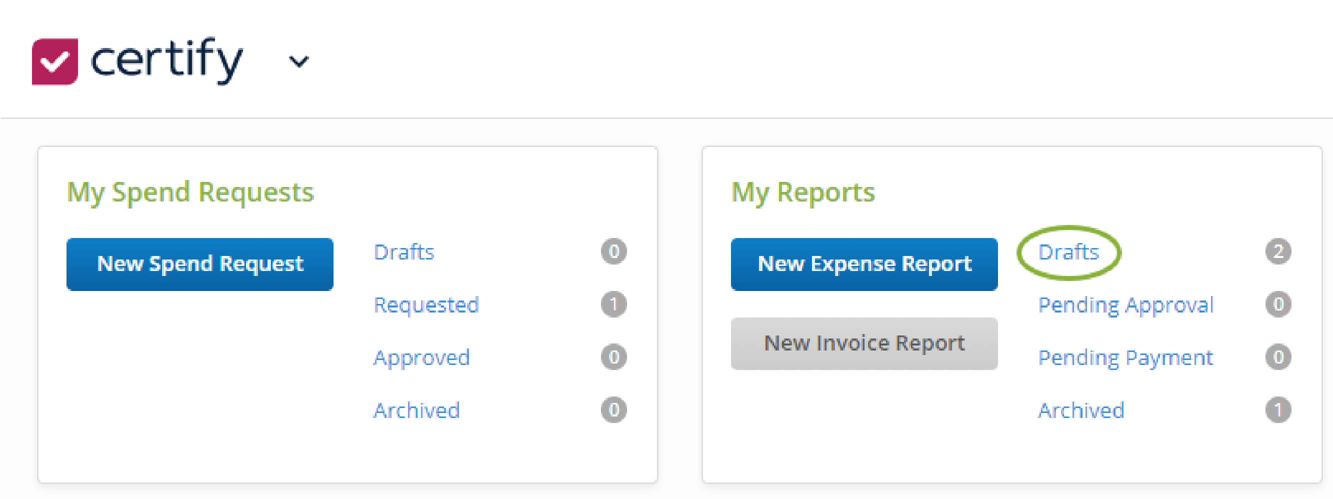
If your **Certify Administrator** has already set your ReportExecutive schedule, your **ReportExecutive** section will note the **Build Day** schedule. The **Build Day** is the pre-selected day that ReportExecutive will create your expense report by merging all of your receipts and expenses currently in your Certify Wallet that are within the date range indicated in the ReportExecutive settings.

Please Note: *If your Certify Administrator has not configured ReportExecutive for you, you can set your own schedule. See Setting an Individual ReportExecutive Schedule.*

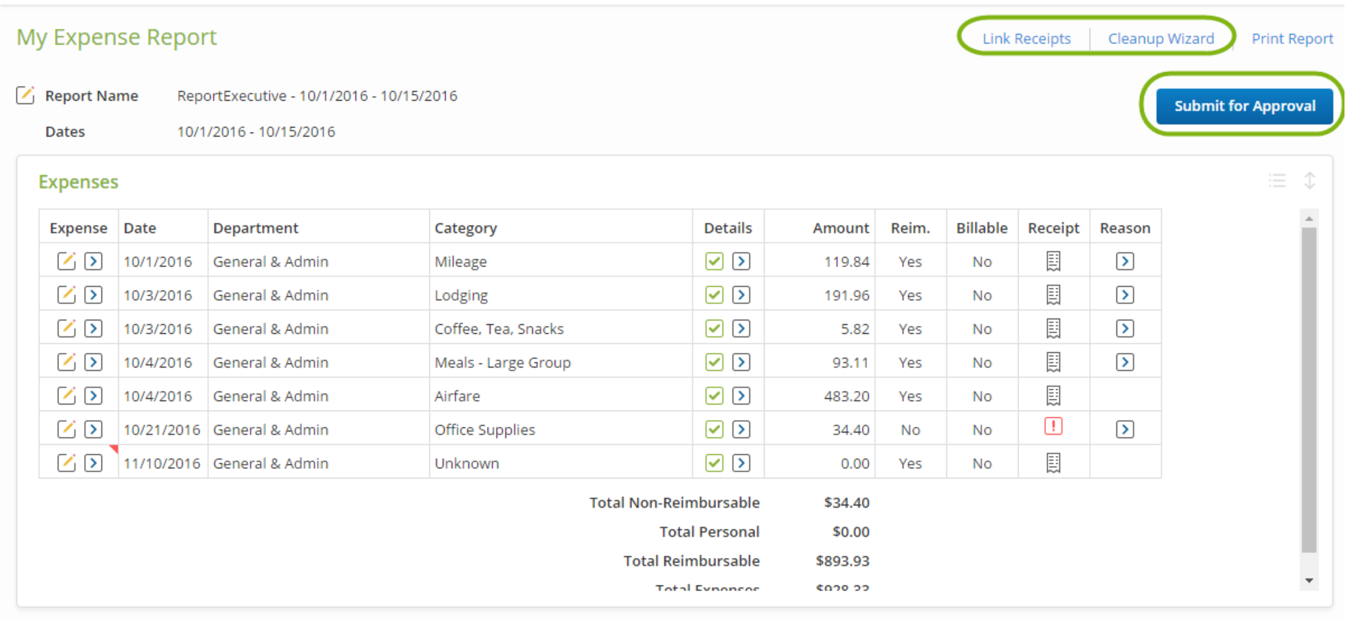
Step 1: For **ReportExecutive** to run, you will need to have receipts and expenses in your Certify Wallet. If you have a credit card linked to your Certify account, expenses may be automatically imported to your Certify Wallet. You can add receipts and expenses using any of the methods listed in the **Add Receipts** section of your account homepage.



Step 2: On the ReportExecutive Build Day, a draft expense report will be created from the receipts and expenses in your Certify Wallet. The draft expense report will be available in your account for you to review and submit under **My Expense Reports**.



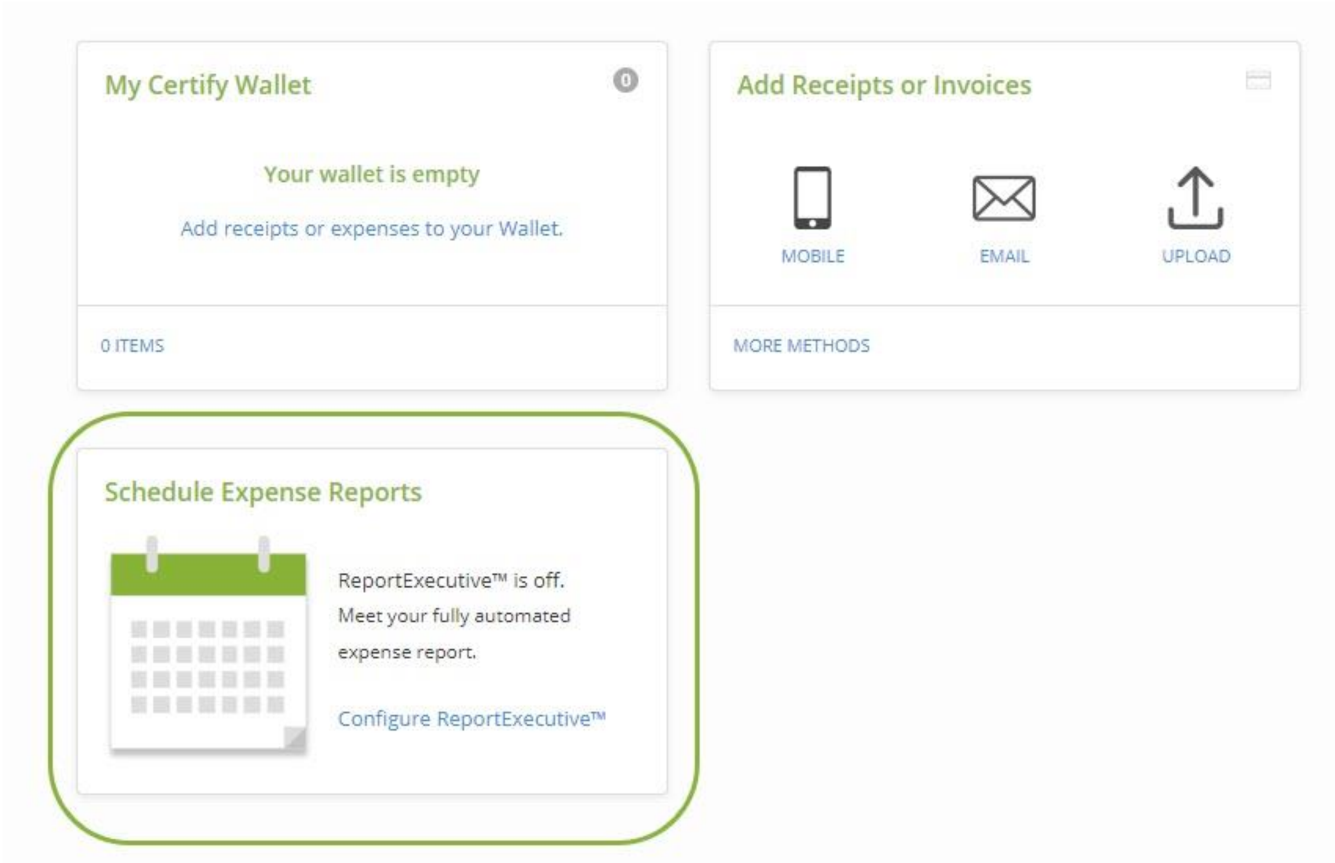
Step 3: On your account homepage, select **Drafts** under **My Expense Reports**, and on the next page, click the expense report name you want to review. You may need to use the **Link Receipts Wizard**, **Cleanup Wizard**, or add expenses and receipts that were not included by ReportExecutive. When you have finished reviewing your draft expense report, select **Submit for Approval**.



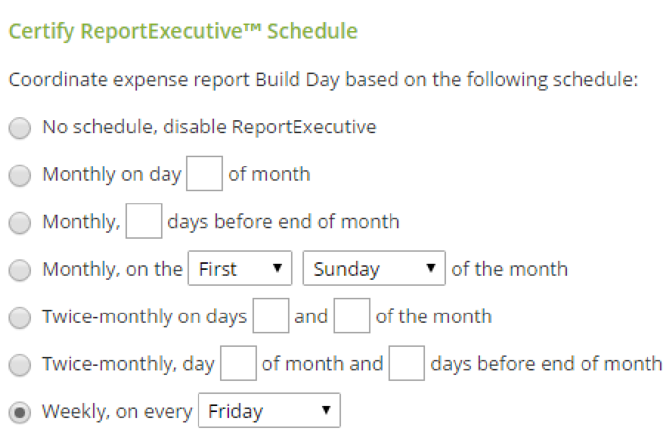
ReportExecutive – Individual Schedule

If your Certify Administrator has granted you permission to create your own ReportExecutive schedule, you can access the schedule customization menu in your Certify account. This article shows you how to set up your own ReportExecutive schedule.

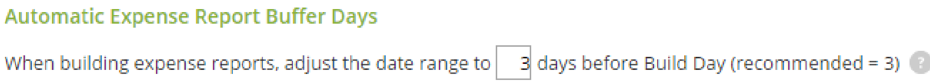
Step 1: On your account homepage, select **Configure ReportExecutive**.



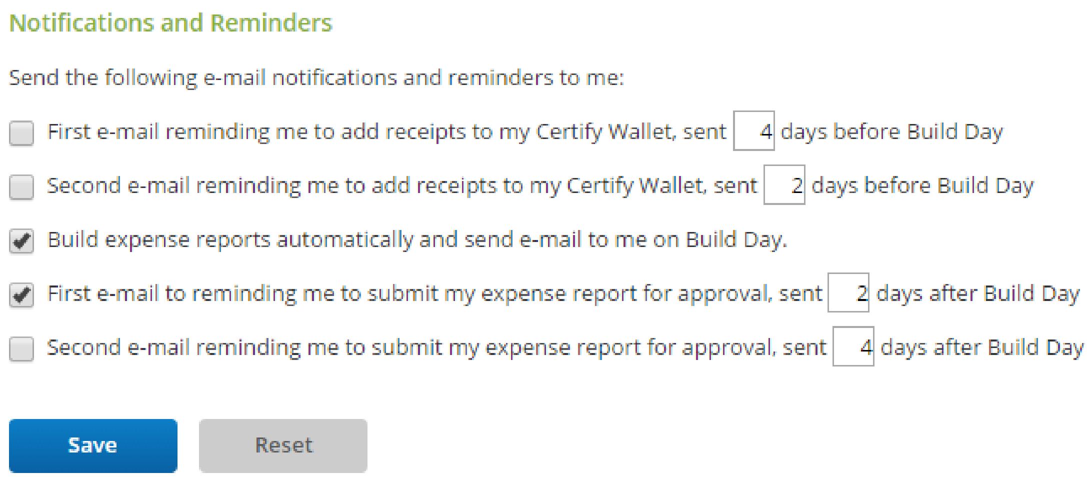
Step 2: On the next page, under **Certify ReportExecutive Schedule**, click one of the listed scheduling options. If you do not want ReportExecutive to build your expense report for you, select **No schedule, disable ReportExecutive**.



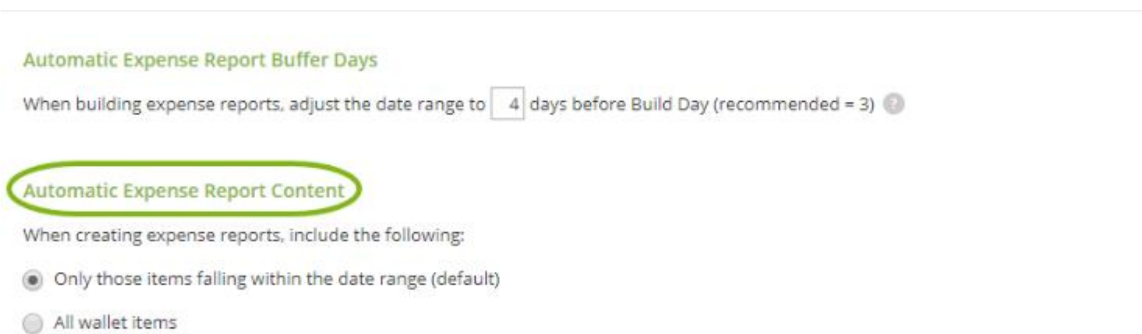
Step 3: Under **Automatic Expense Report Butter Days**, enter the number of days you would like as a buffer period. The buffer period allows time for corporate credit card expenses to be automatically imported to your Certify Wallet to prevent duplicate expenses. Any receipts and expenses within this buffer period will **NOT** be included in the current expense report, but will be held for the next one.



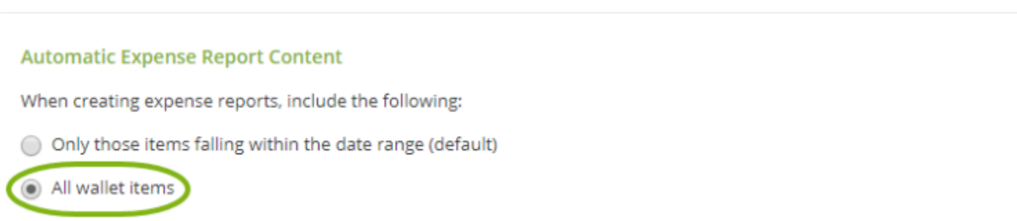
Step 4: Under **Notifications and Reminders**, click the checkbox for each email notification you would like to receive. The notification **Build Expense Reports Automatically** is required and should stay enabled at all times. The remaining notifications are optional, based on your preferences. Click **Save**.



Step 5: Alternatively, if you'd like to import all **My Certify Wallet** items into an expense report, go to the **Automatic Expense Report Content** section on this page.



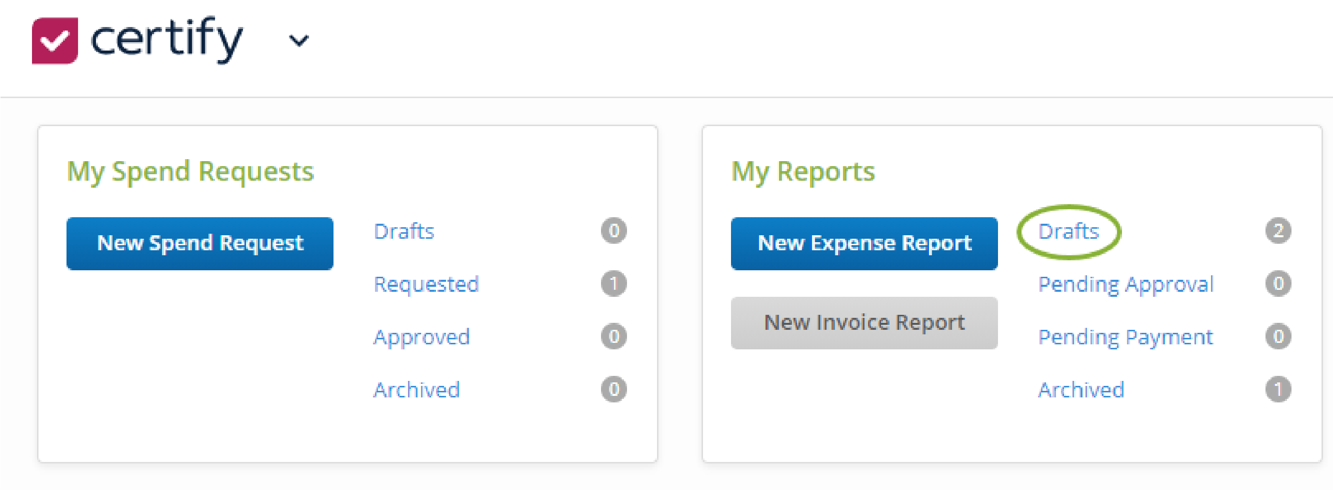
Step 6: Check the **All Wallet Items** circle to select. Now, when **Report Executive** creates an expense report, it will include wallet items dated before the buffer period.



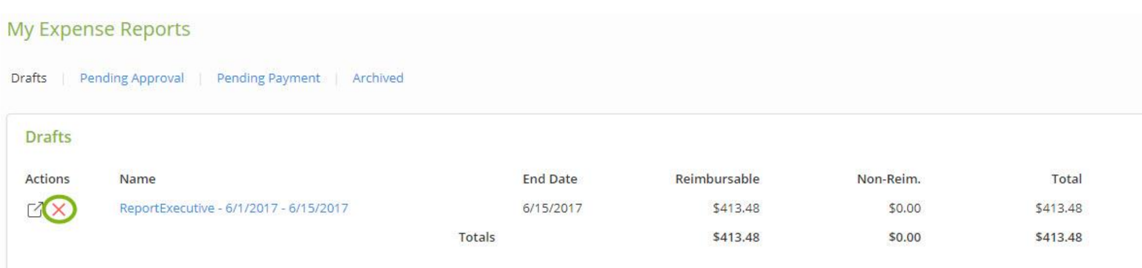
Deleting a Draft Expense Report

A user may delete an expense report prior to submission as a draft. This article shows you how to delete a draft report.

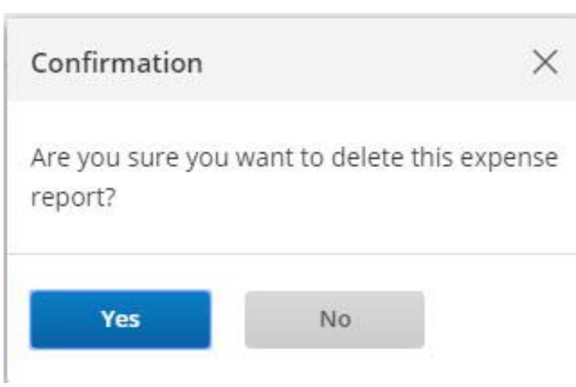
Step 1: On your account homepage, under **My Expense Reports**, select **Drafts**.



Step 2: Select the red **X** for the specific expense report to delete.



Step 3: In the confirmation pop-up window, select **Yes**.



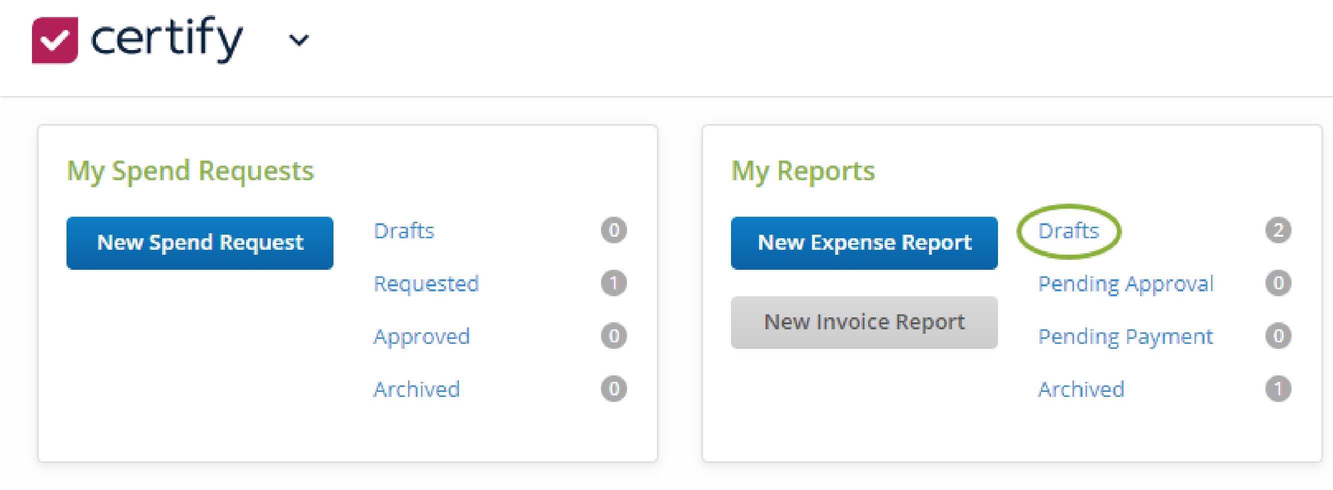
After deleting the report, all items from the report will go back into the **Certify Wallet.**

Expense Report Review & Edits

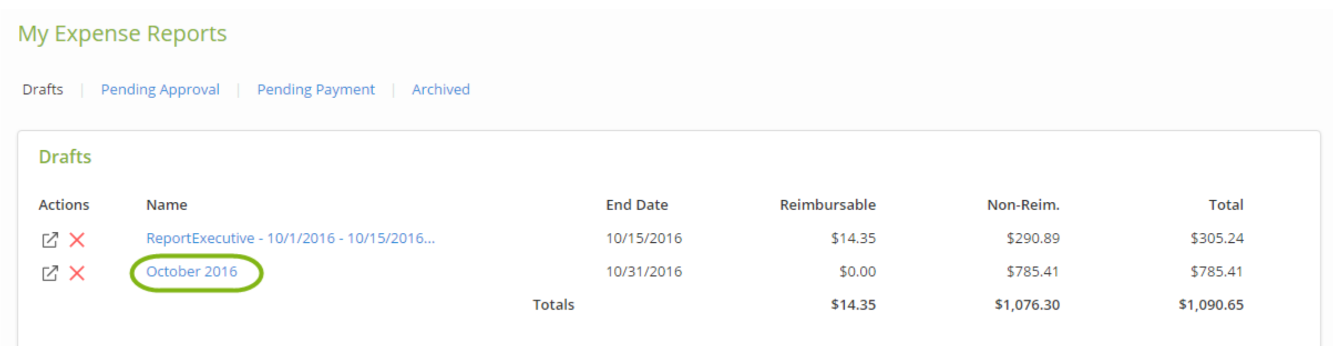
Attaching Receipts Using the Link Receipts Wizard

Certify offers a convenient method for attaching receipt images from your Certify Wallet to expense lines using the **Link Receipts Wizard**. This article shows you how to use the **Link Receipts Wizard**.

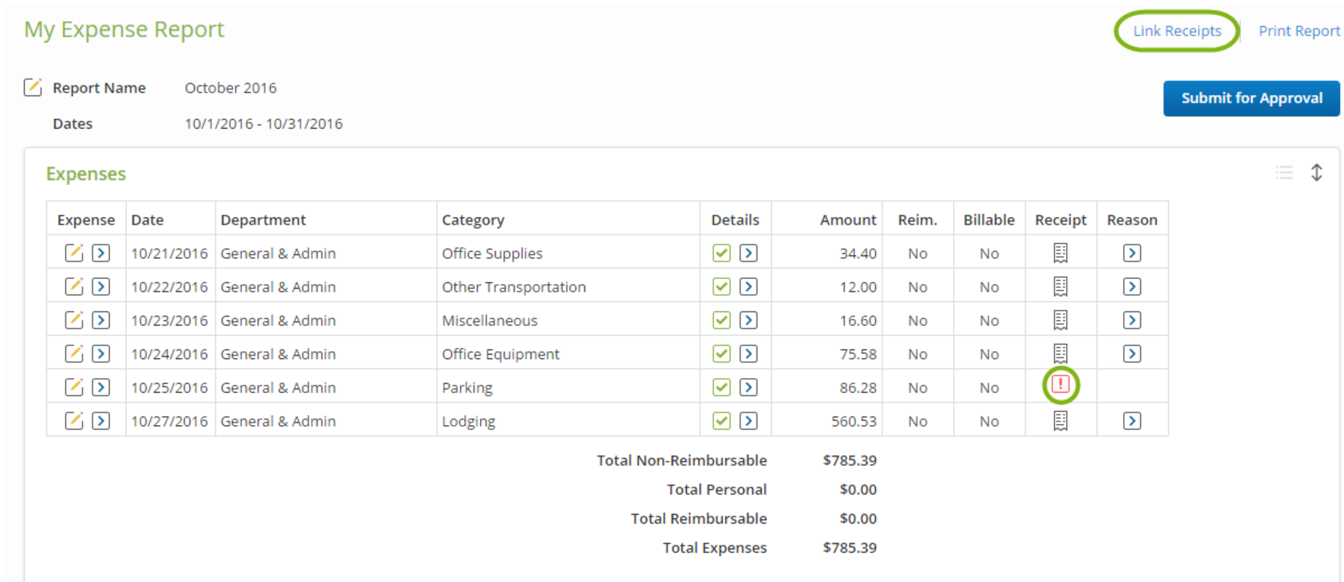
Step 1: On your account homepage, under **My Expense Reports**, click **Drafts**.



Step 2: Select the expense report you would like to open by clicking the expense report **Name**.



Step 3: Launch the **Link Receipts Wizard** by selecting **Link Receipts** above the expense report.



My Expense Report

Link Receipts Print Report

Report Name October 2016

Dates 10/1/2016 - 10/31/2016

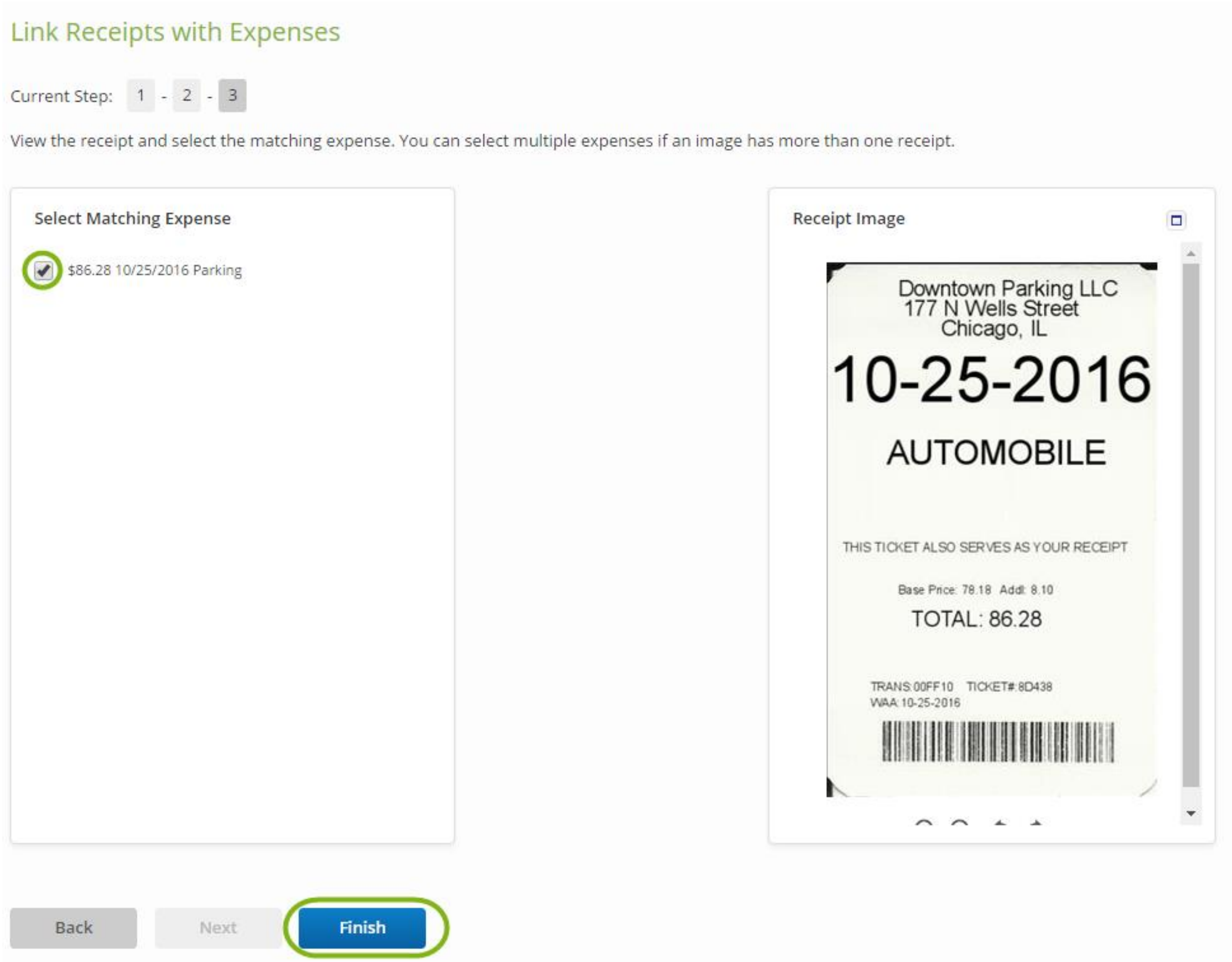
Submit for Approval

Expenses

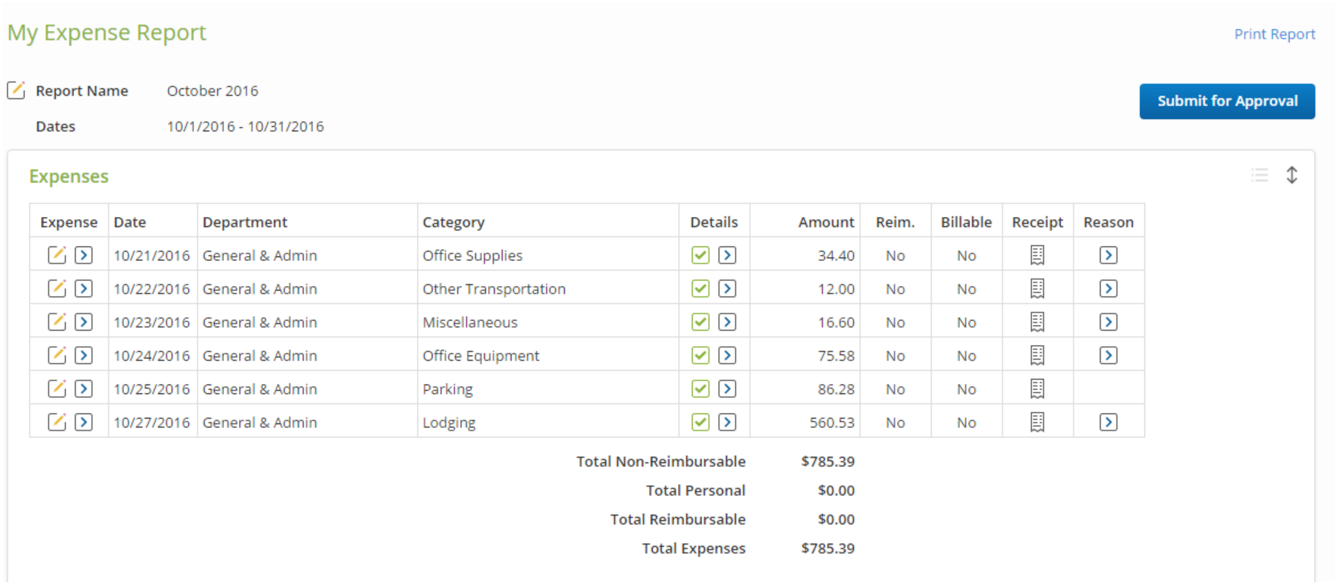
Expense	Date	Department	Category	Details	Amount	Reim.	Billable	Receipt	Reason
	10/21/2016	General & Admin	Office Supplies		34.40	No	No		
	10/22/2016	General & Admin	Other Transportation		12.00	No	No		
	10/23/2016	General & Admin	Miscellaneous		16.60	No	No		
	10/24/2016	General & Admin	Office Equipment		75.58	No	No		
	10/25/2016	General & Admin	Parking		86.28	No	No		
	10/27/2016	General & Admin	Lodging		560.53	No	No		

Total Non-Reimbursable	$785.39
Total Personal	$0.00
Total Reimbursable	$0.00
Total Expenses	$785.39

Step 4: The **Link Receipts Wizard** displays the expense lines without an attached receipt in the left window, and the first receipt image in your Certify Wallet in the right window. To attach the receipt displayed on the right to one or more of the expense lines displayed on the left, click the checkbox next to the expense line. To open the next receipt image, click **Next**. To save your changes, click **Finish**.



Step 5: A receipt icon in the **Receipt** column confirms that the receipt is attached to the expense line.


My Expense Report

Print Report

Report Name October 2016

Dates 10/1/2016 - 10/31/2016

Submit for Approval

Expenses

Expense	Date	Department	Category	Details	Amount	Reim.	Billable	Receipt	Reason
	10/21/2016	General & Admin	Office Supplies		34.40	No	No		
	10/22/2016	General & Admin	Other Transportation		12.00	No	No		
	10/23/2016	General & Admin	Miscellaneous		16.60	No	No		
	10/24/2016	General & Admin	Office Equipment		75.58	No	No		
	10/25/2016	General & Admin	Parking		86.28	No	No		
	10/27/2016	General & Admin	Lodging		560.53	No	No		

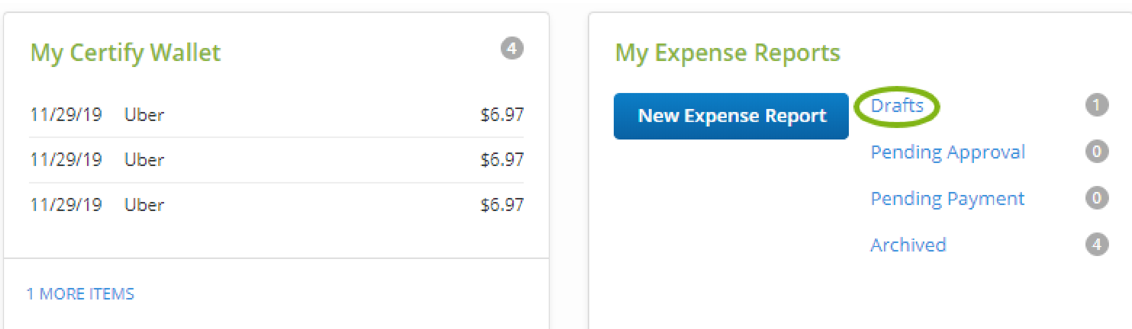
Total Non-Reimbursable	$785.39
Total Personal	$0.00
Total Reimbursable	$0.00
Total Expenses	$785.39

Editing Report Names and Headers

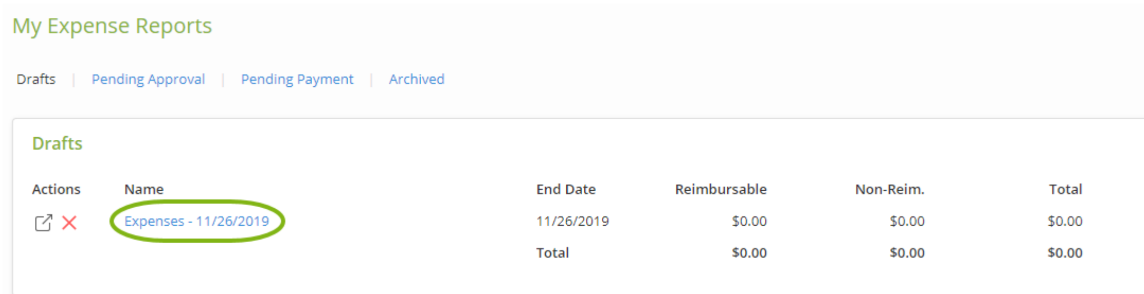
After you've **created an expense report**, you can edit the report names/headers by editing your draft report.

This article shows you how to edit report names.

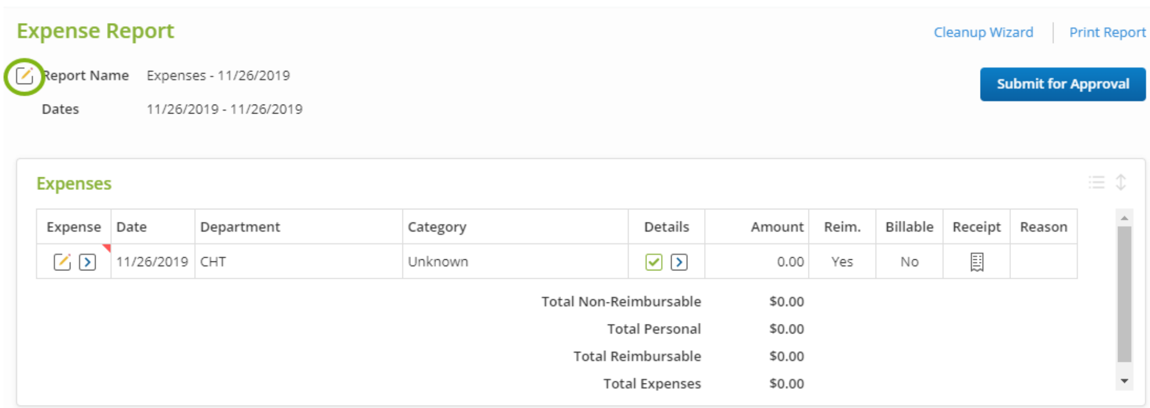
Step 1: After you've created an expense report, open the report by clicking **Drafts** on your **Certify** homepage.



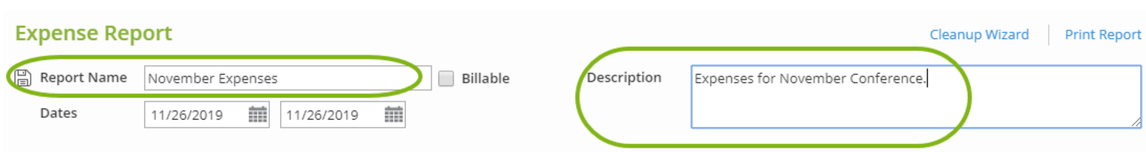
Step 2: Choose the report.



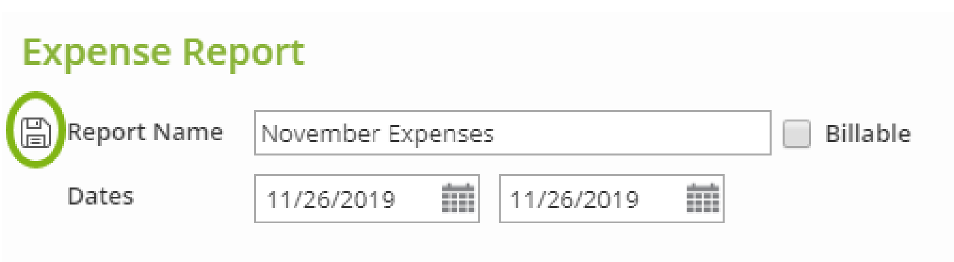
Step 3: Click the **pencil** icon to change the report name/header.



Step 4: Enter a new **Report Name** and **Description**.



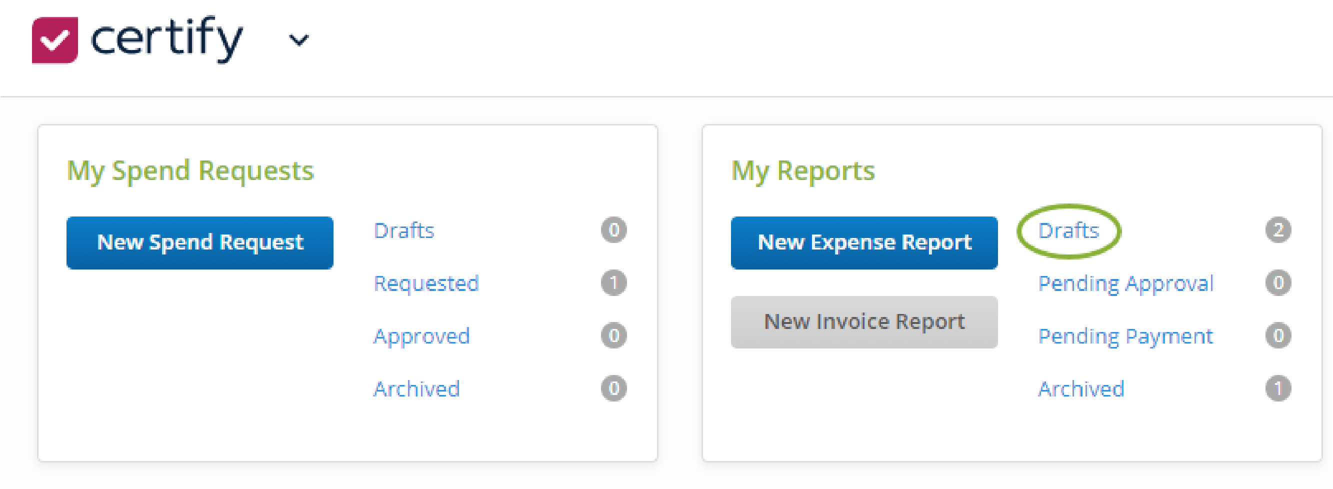
Step 5: Click the **Save** icon.



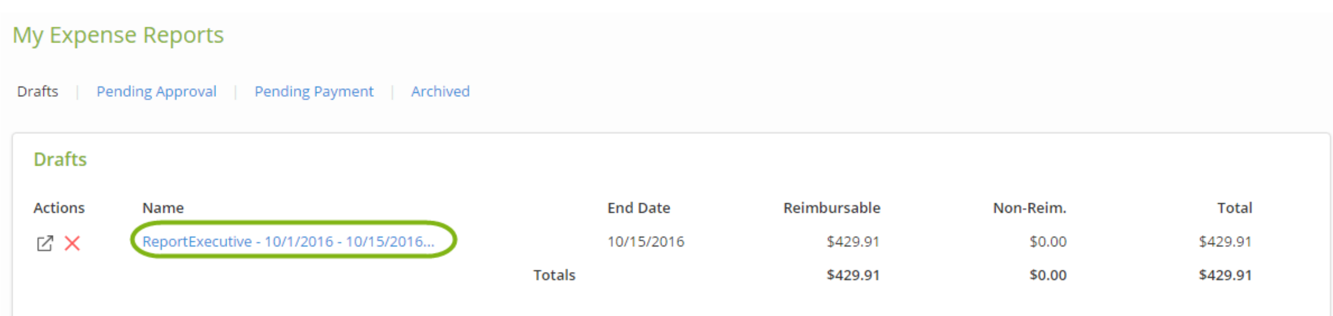
Editing Expenses Using the Cleanup Wizard

Certify's **Cleanup Wizard** is a simple tool that allows you to review and edit all expenses that **Need Attention**. This article shows you how to use the **Cleanup Wizard** tool.

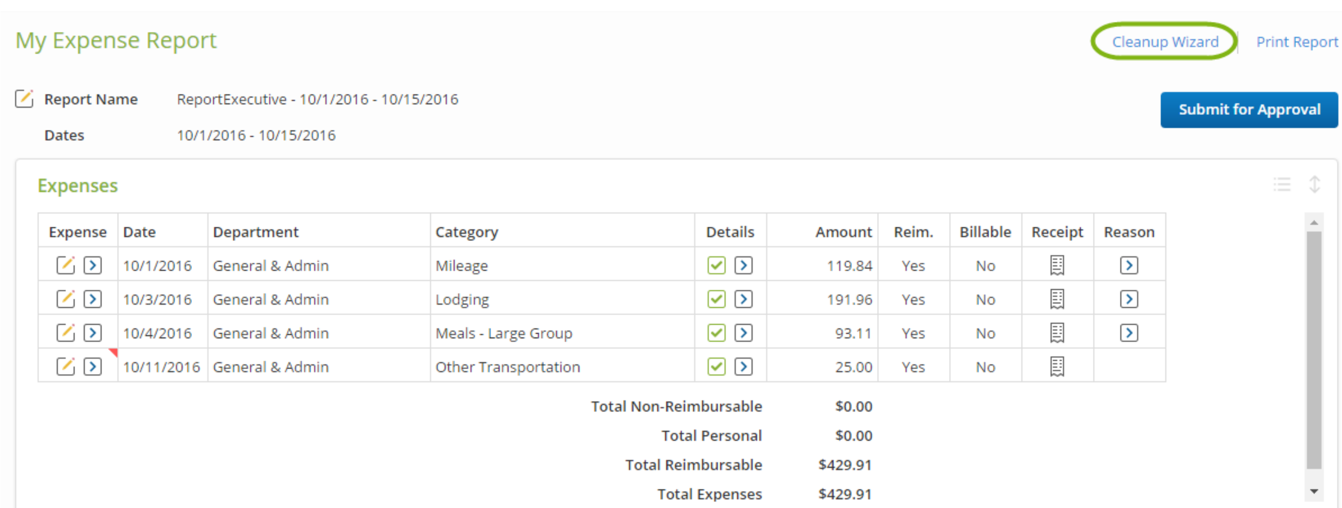
Step 1: On your account homepage, under **My Expense Reports,** select **Drafts**.



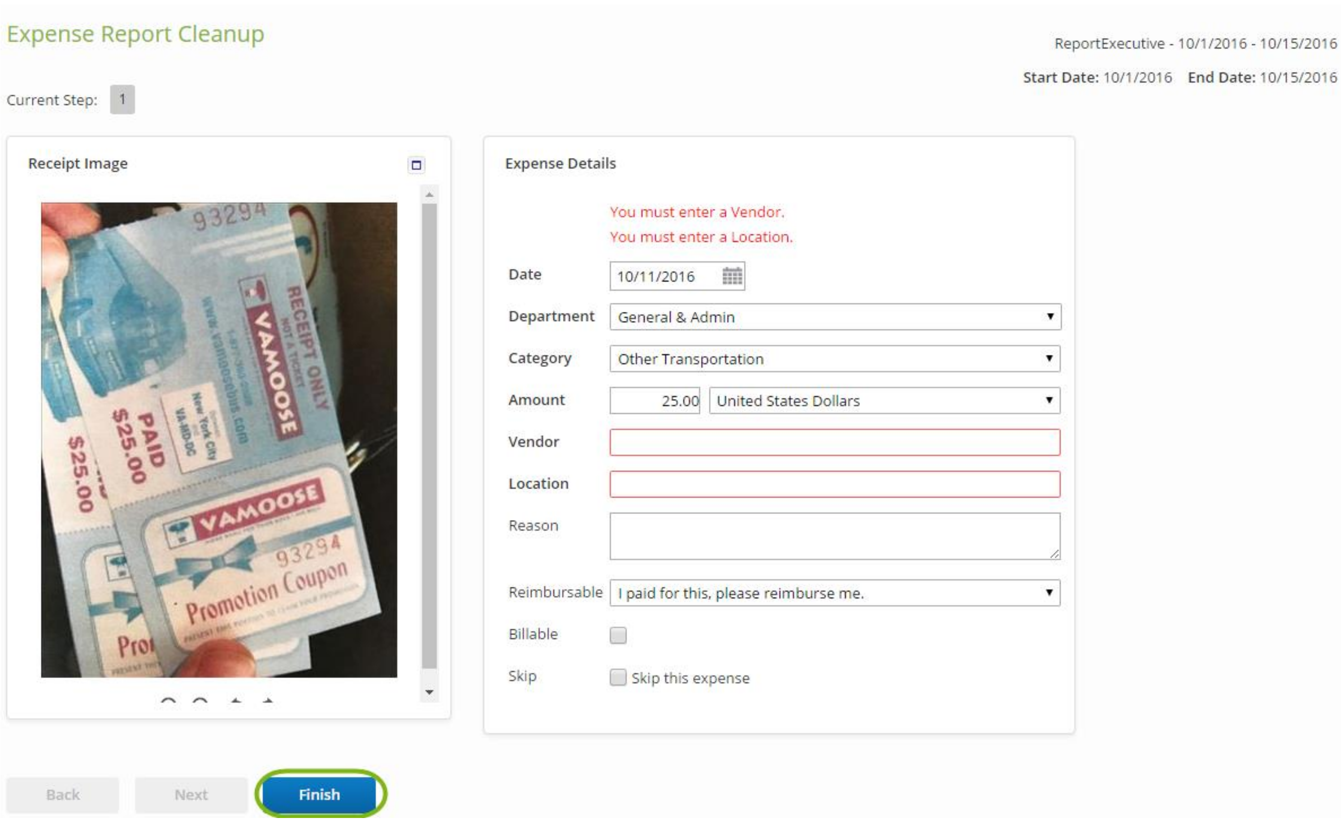
Step 2: Select the **Name** of the expense report you want to open.



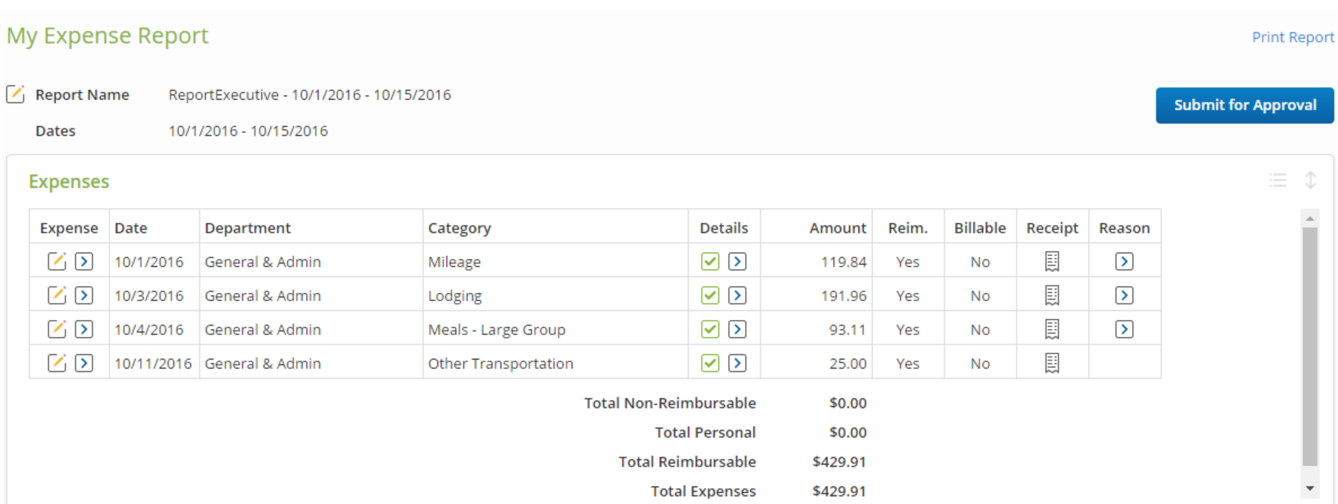
Step 3: Each expense that **Needs Attention** will have a small red flag next to the expense line in the **Expense** column. This signifies that the expense is missing some required fields or information and needs to be reviewed. Select **Cleanup Wizard**.



Step 4: A red message and a corresponding red outline will notify you which expense fields need to be reviewed and edited. If there is no red text or outline, verify that the expense data is correct. If there is another expense for review, click **Next**. To save your changes and close with wizard, click **Finish**.



Step 5: Once all of the expenses that **Need Attention** have been reviewed and edited, and the small red flags have been removed, select **Submit for Approval**.

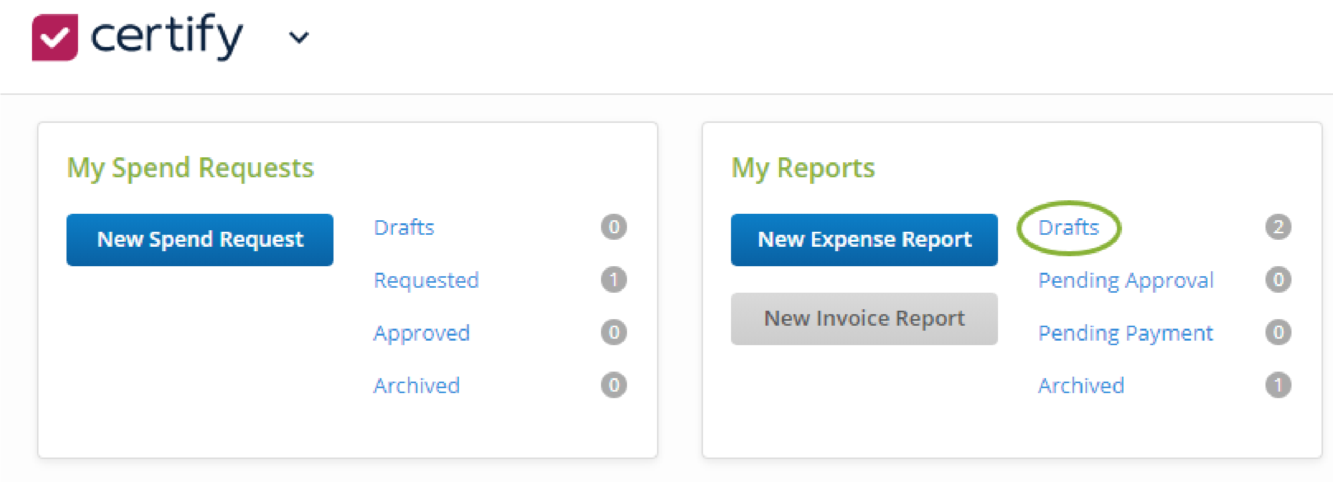


Editing an Expense in a Draft Report

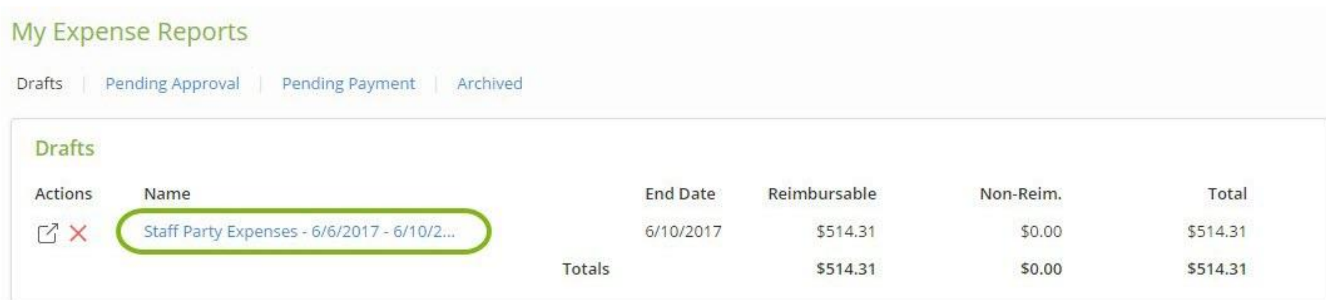
If you need to make changes to an expense, but you have already added it to an expense report, you can edit it directly from the expense report.

This article shows you how to edit an expense in a draft expense report.

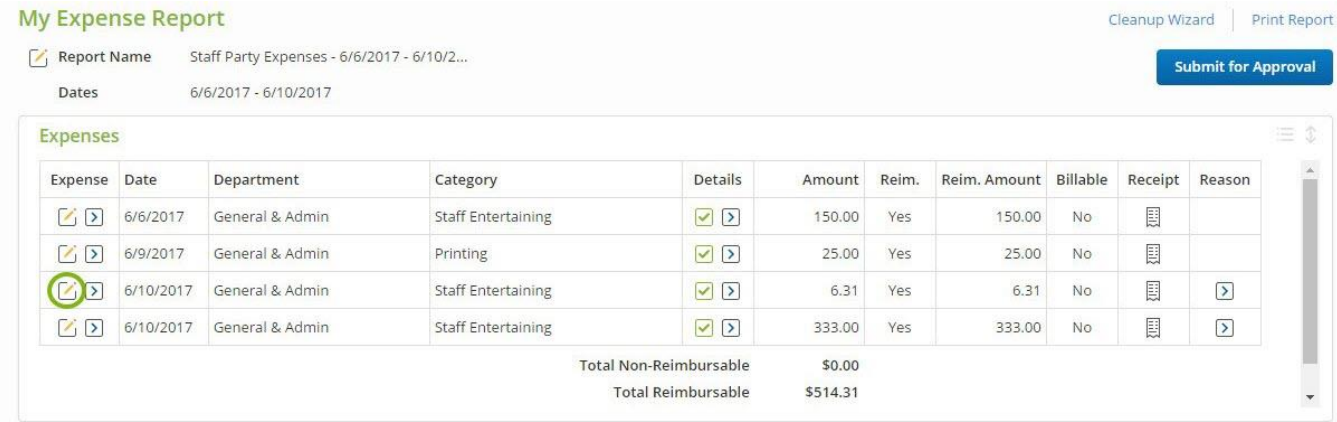
Step 1: On your Certify account homepage, select **Drafts**.



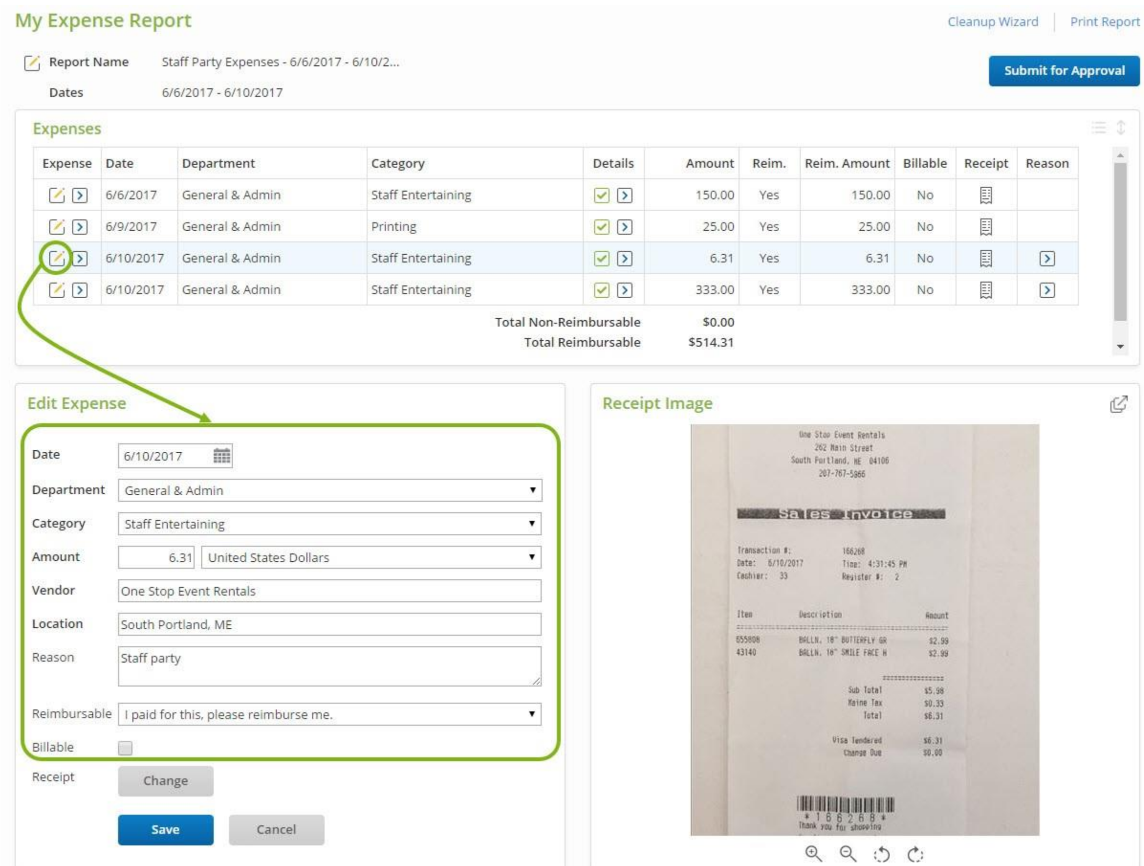
Step 2: On the **My Expense Reports** page, select the **Name** of the expense report you want to open.



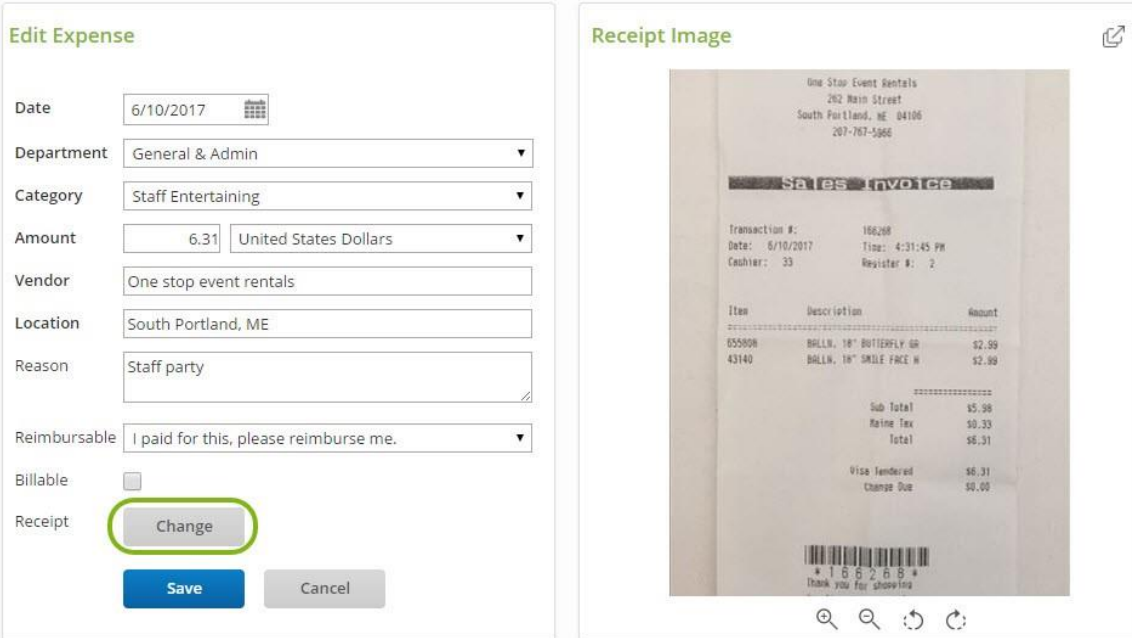
Step 3: Click the **Edit icon** under the **Expense** column next to the expense line you want to edit. This opens the **Edit Expense** box below the expense report.



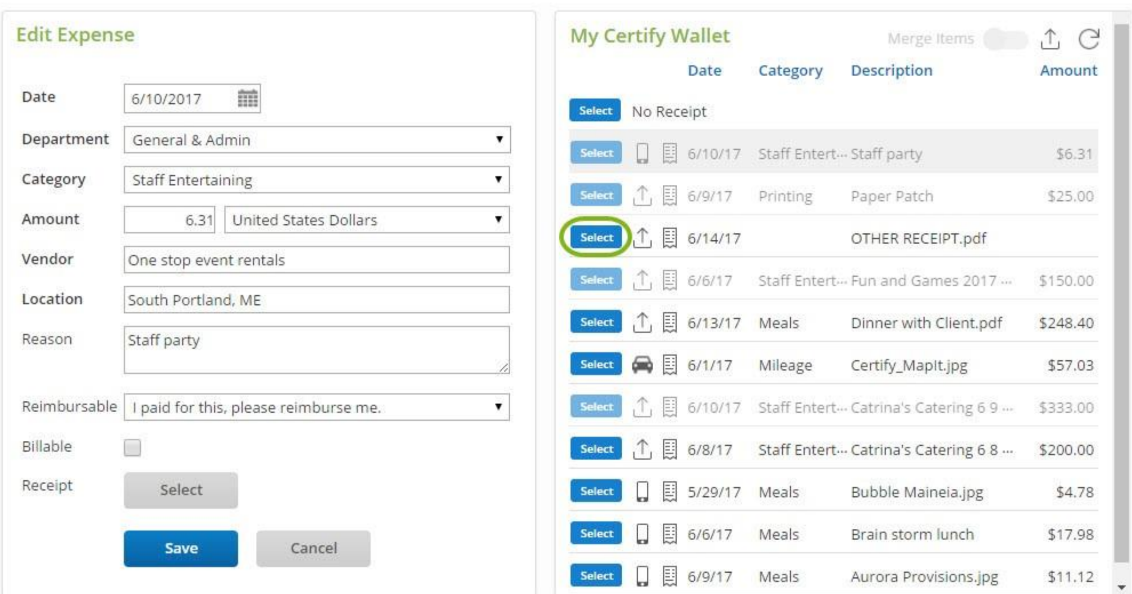
Step 4: In the **Edit Expense** section, make edits to the expense data as needed. Bold fields are required.



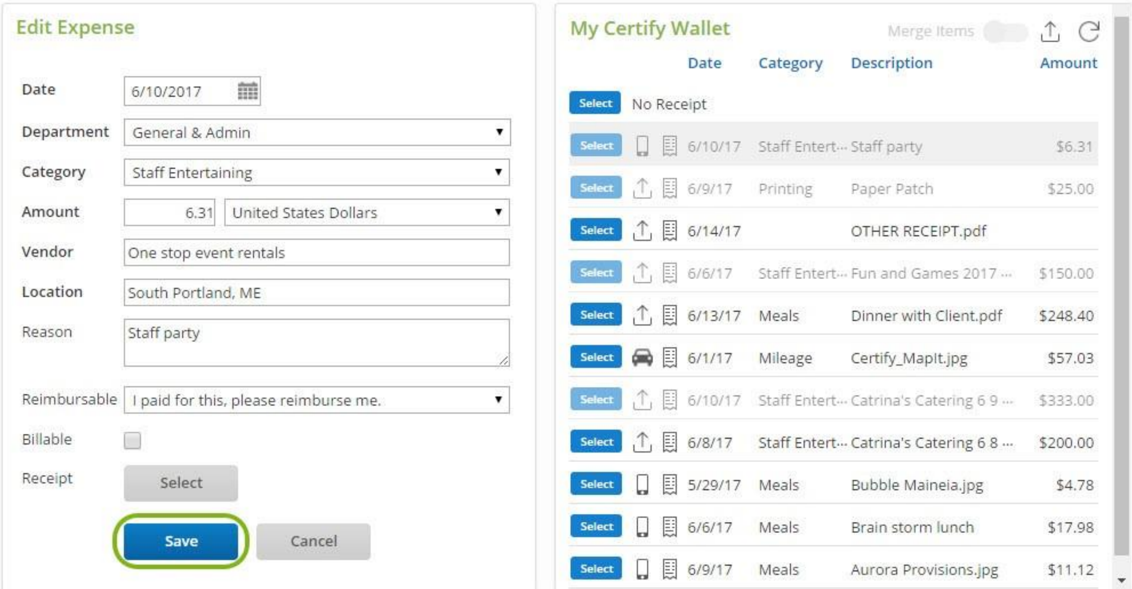
Step 5: To change or add a receipt image to the expense line, click **Change** to open **My Certify Wallet.**



Step 6: Click **Select** to open a receipt image from **My Certify Wallet**.



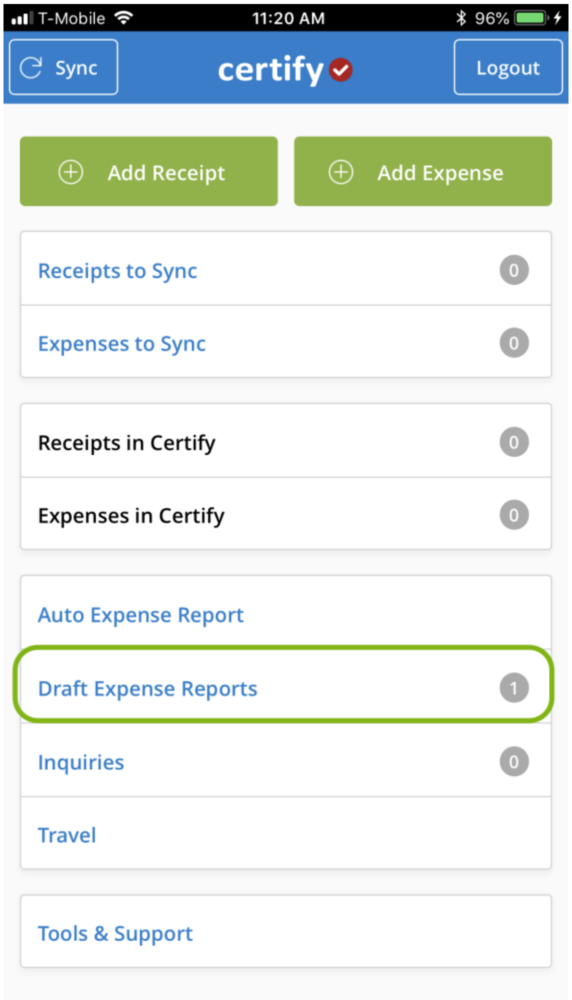
Step 7: When you have finished adding a receipt image and/or editing the expense line, click **Save** to update the expense line with your changes.



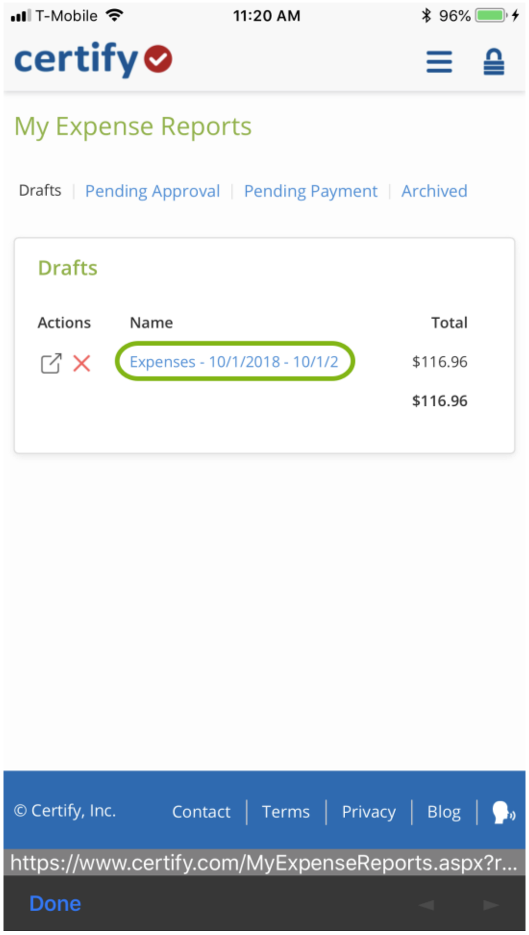
Edit a Draft Expense Report with Certify Mobile

Certify allows you to create, edit, and submit an expense report right from the Certify Mobile app. This article shows you how to edit and submit a draft expense report using Certify Mobile.

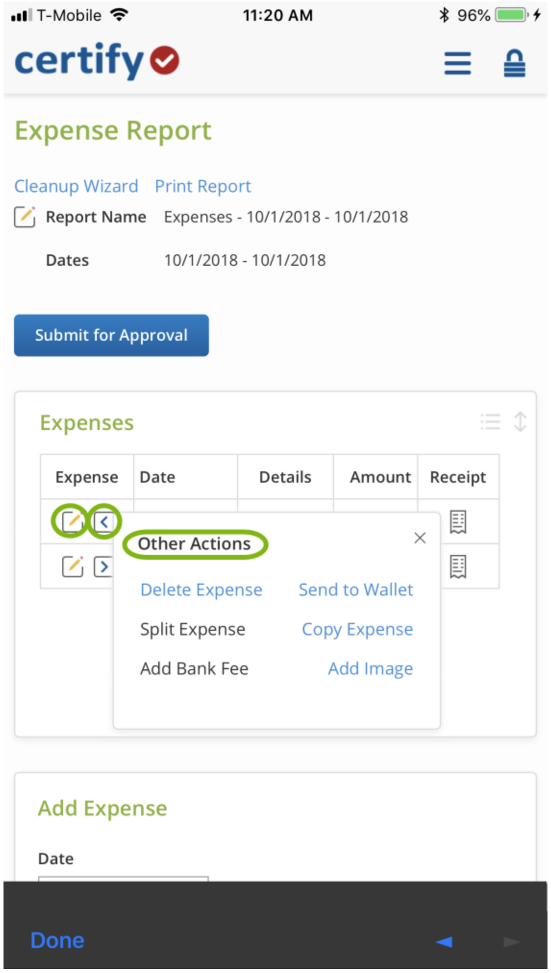
Step 1: On your Certify Mobile app homescreen, tap **Draft Expense Reports**.



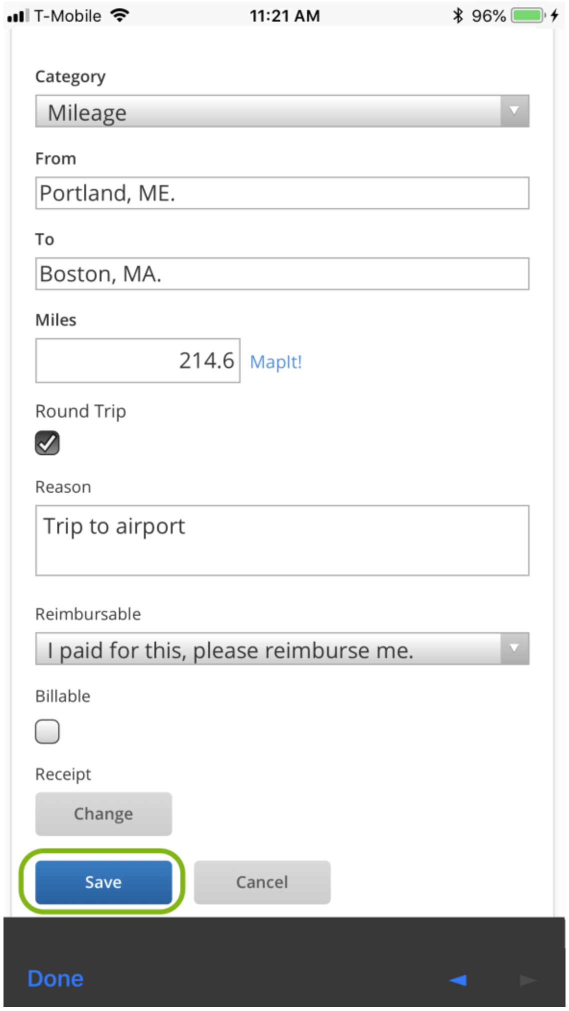
Step 2: On the next screen, tap the draft expense report **Name** you want to edit from the list of expense reports provided.



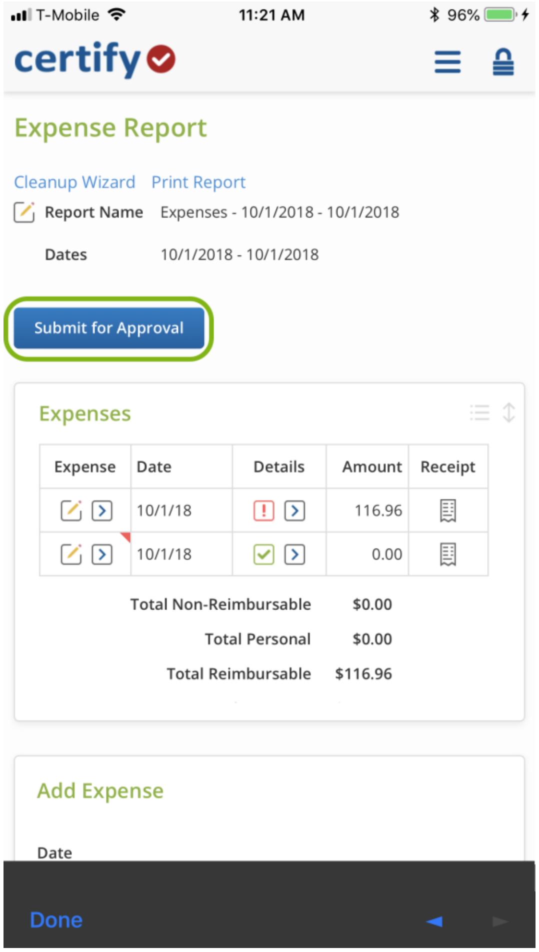
Step 3: Tap the edit (pencil) icon under the **Expense** column and next to the expense line you want to edit. This will open the **Edit Expense** box below the expense report. If needed, you can also access the Other Actions menu by tapping the double arrows **(>>)** under the **Expense** column.



Step 4: In the **Edit Expense** box, make edits to the expense data as needed. When you have finished making edits, tap **Save**.



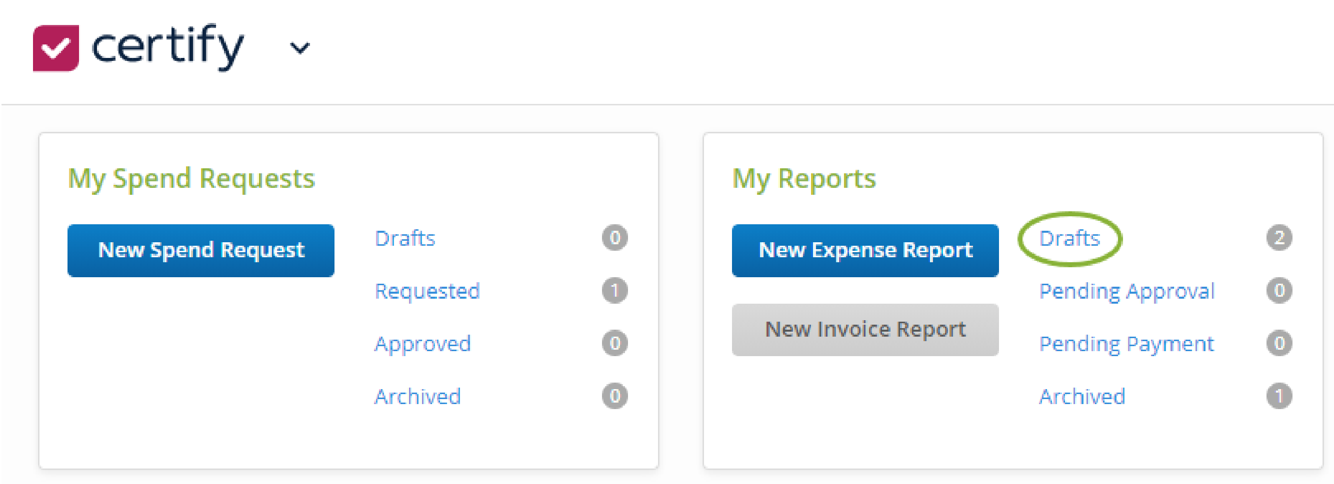
Step 5: Review the expense report. If there are no further edits to make, tap **Submit for Approval**.



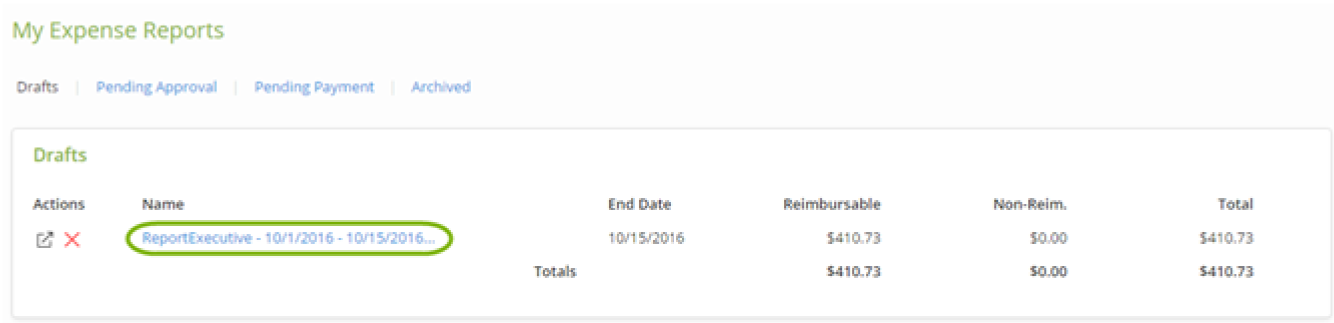
Manually Adding Receipts to an Expense Report

Adding a new receipt to a new expense line:

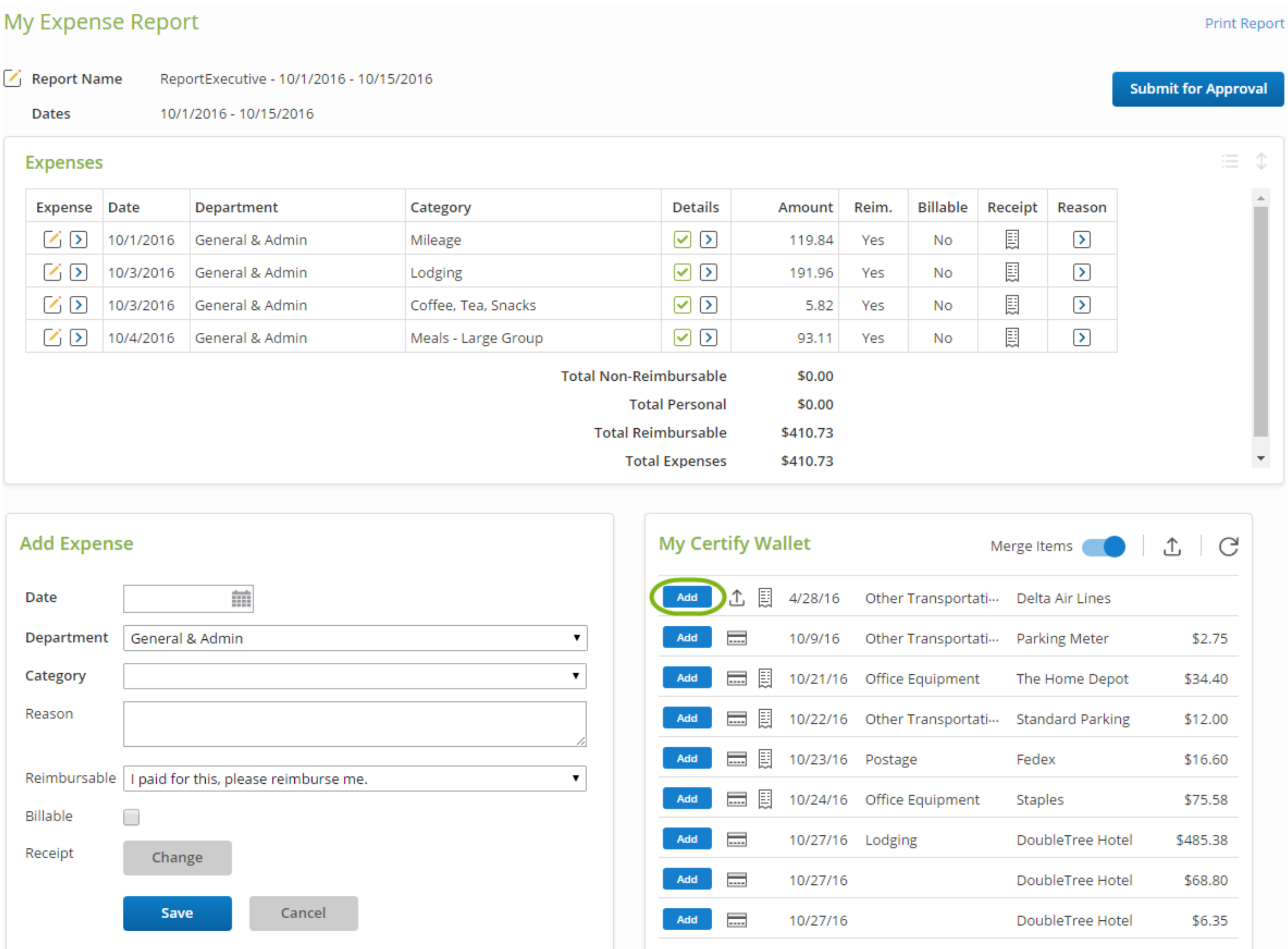
Step 1: On your account homepage, select **Drafts**.



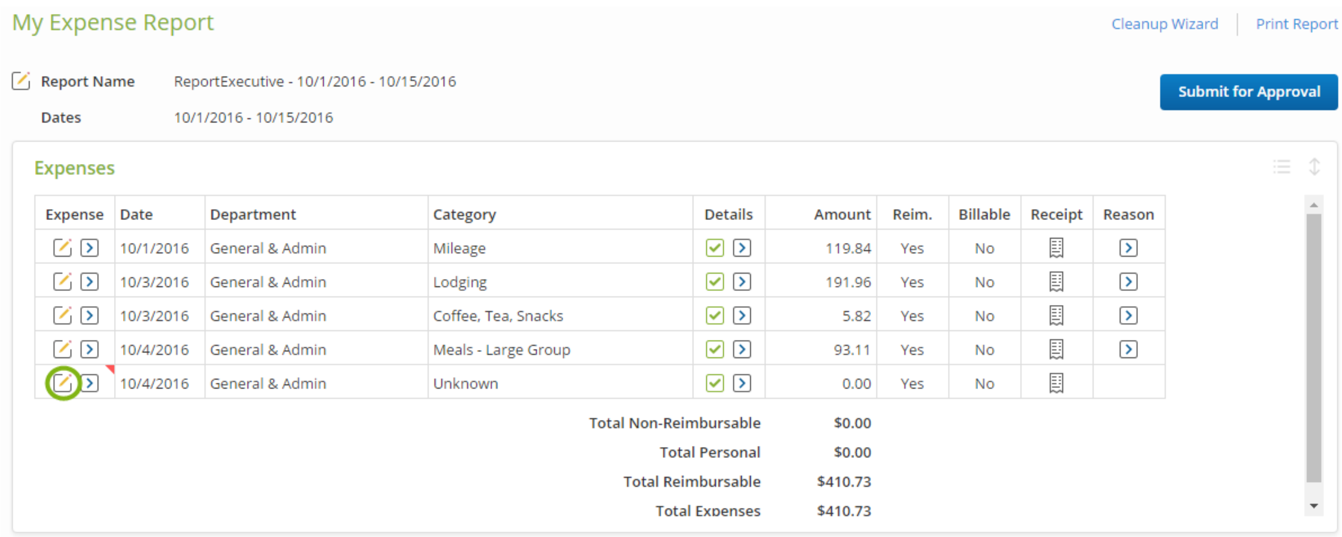
Step 2: Under **My Expense Reports**, select the expense report **Name** that you want to open.



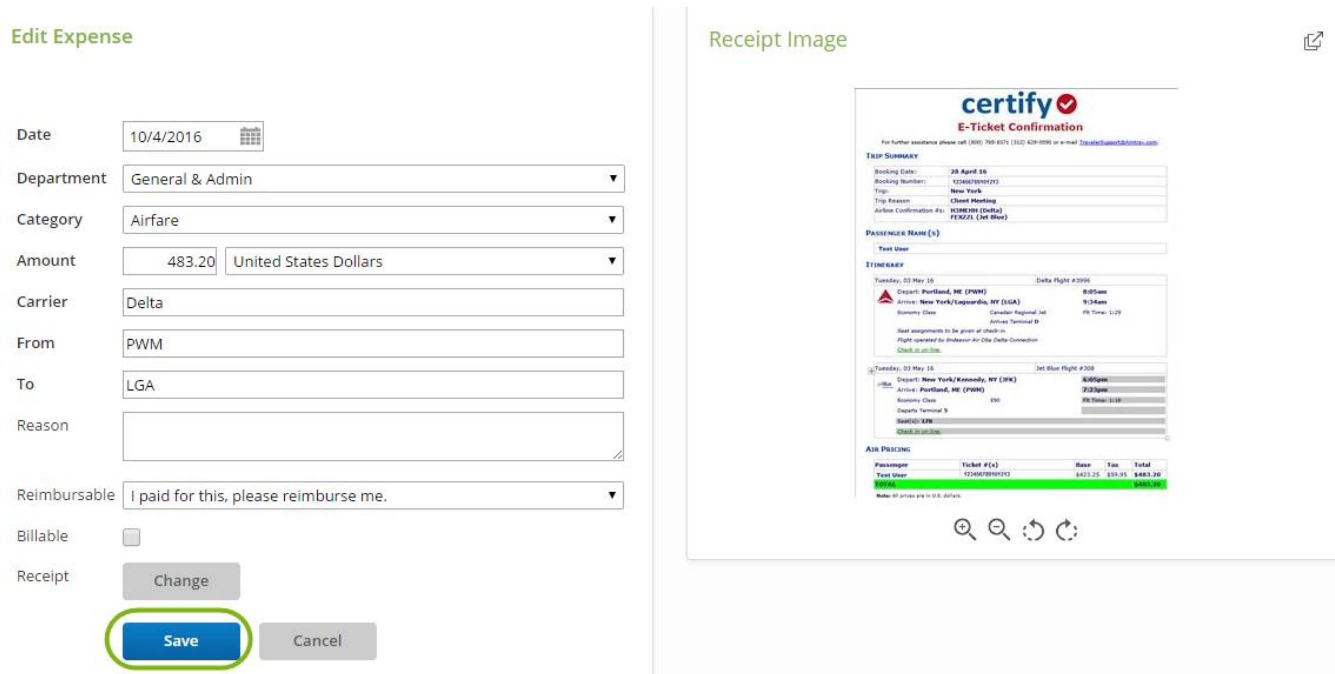
Step 3: Under **My Certify Wallet**, click **Add** for the receipt you want to add to your expense report.



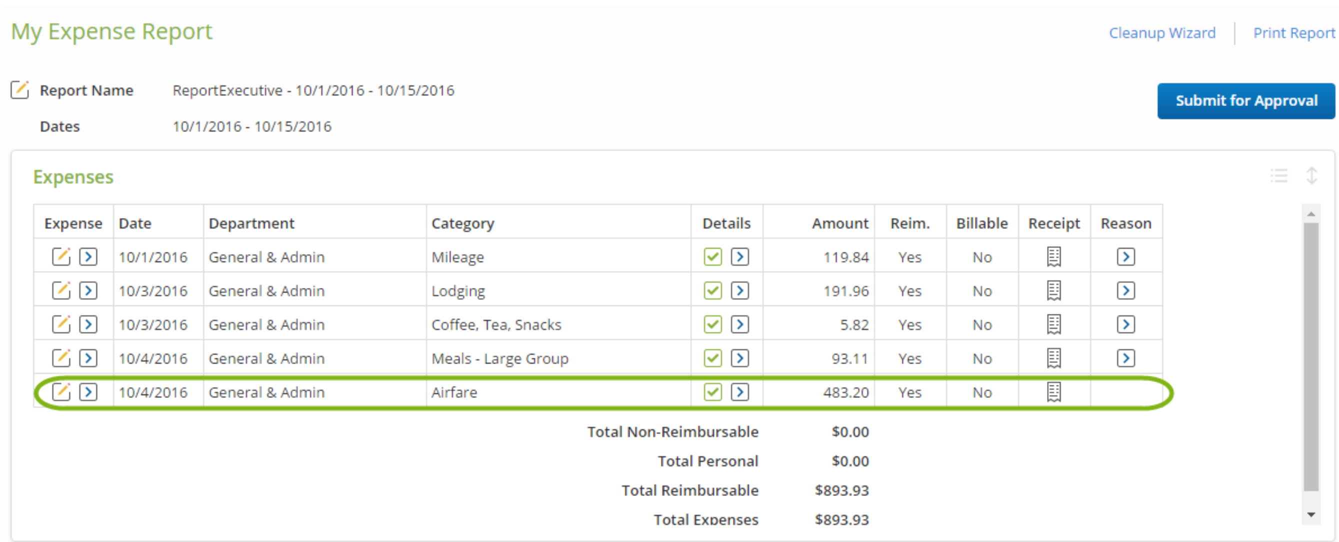
Step 4: A new expense line will show on your expense report. Click **Edit** to enter details.



Step 5: Enter applicable details, and click **Save.**



Step 6: The new expense line, with its receipt, will now show on your expense report.

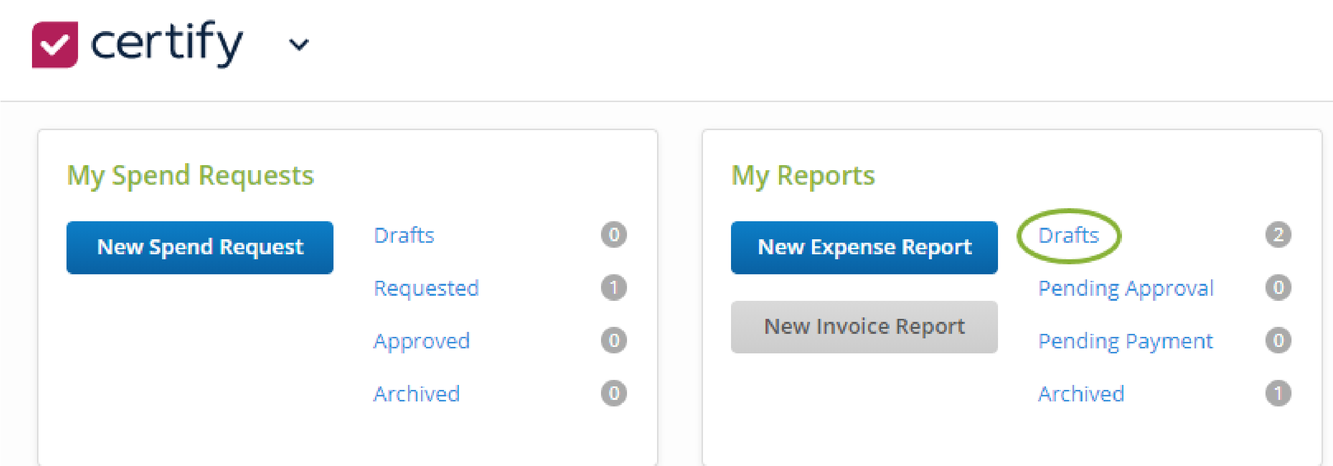


Expense	Date	Department	Category	Details	Amount	Reim.	Billable	Receipt	Reason
	10/1/2016	General & Admin	Mileage		119.84	Yes	No		
	10/3/2016	General & Admin	Lodging		191.96	Yes	No		
	10/3/2016	General & Admin	Coffee, Tea, Snacks		5.82	Yes	No		
	10/4/2016	General & Admin	Meals - Large Group		93.11	Yes	No		
	10/4/2016	General & Admin	Airfare		483.20	Yes	No		

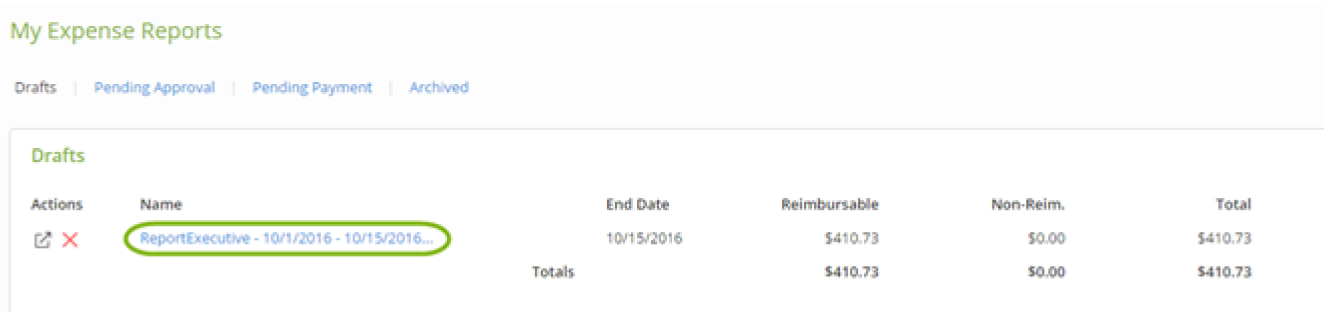
Total Non-Reimbursable	$0.00
Total Personal	$0.00
Total Reimbursable	$893.93
Total Expenses	$893.93

Adding a new receipt to an existing expense line:

Step 1: On your account homepage, select **Drafts**.

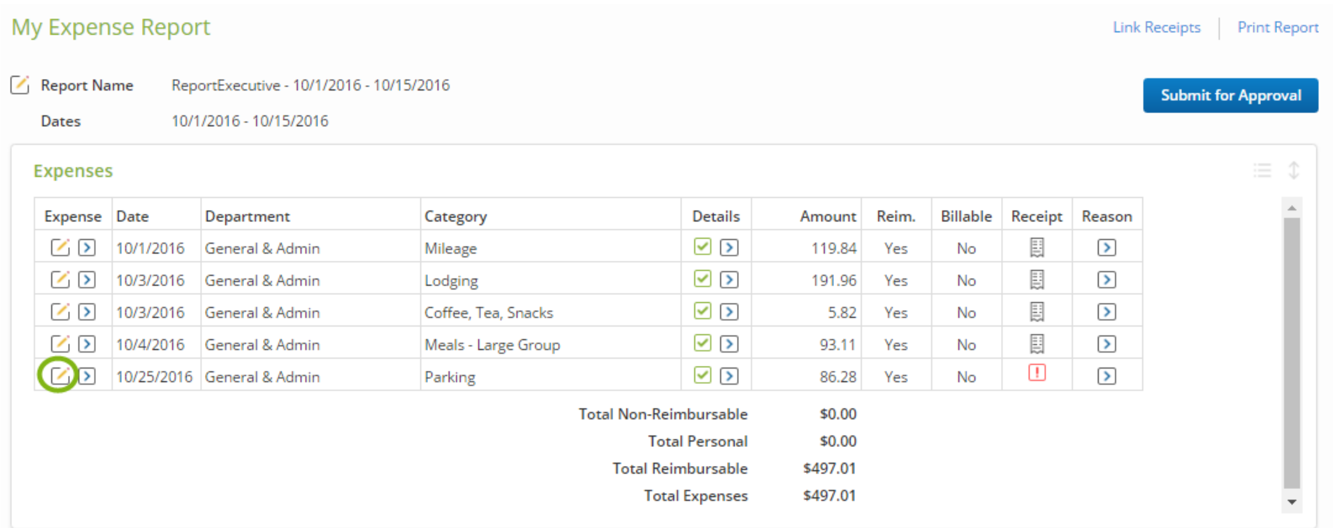


Step 2: Under **My Expense Reports**, select the **Name** of the expense report you want to open.

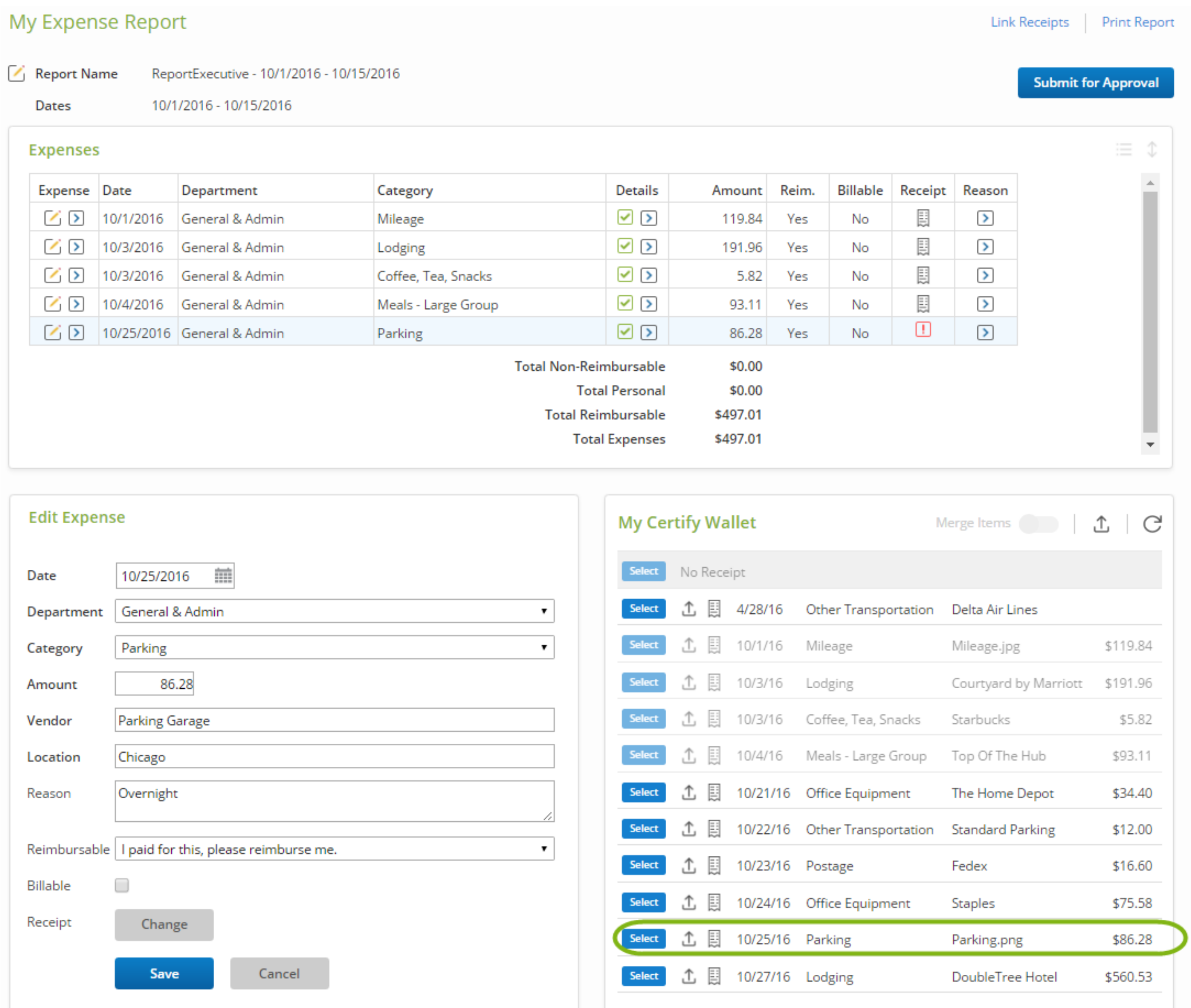


Actions	Name	End Date	Reimbursable	Non-Reim.	Total
	ReportExecutive - 10/1/2016 - 10/15/2016...	10/15/2016	$410.73	$0.00	$410.73
		Totals	$410.73	$0.00	$410.73

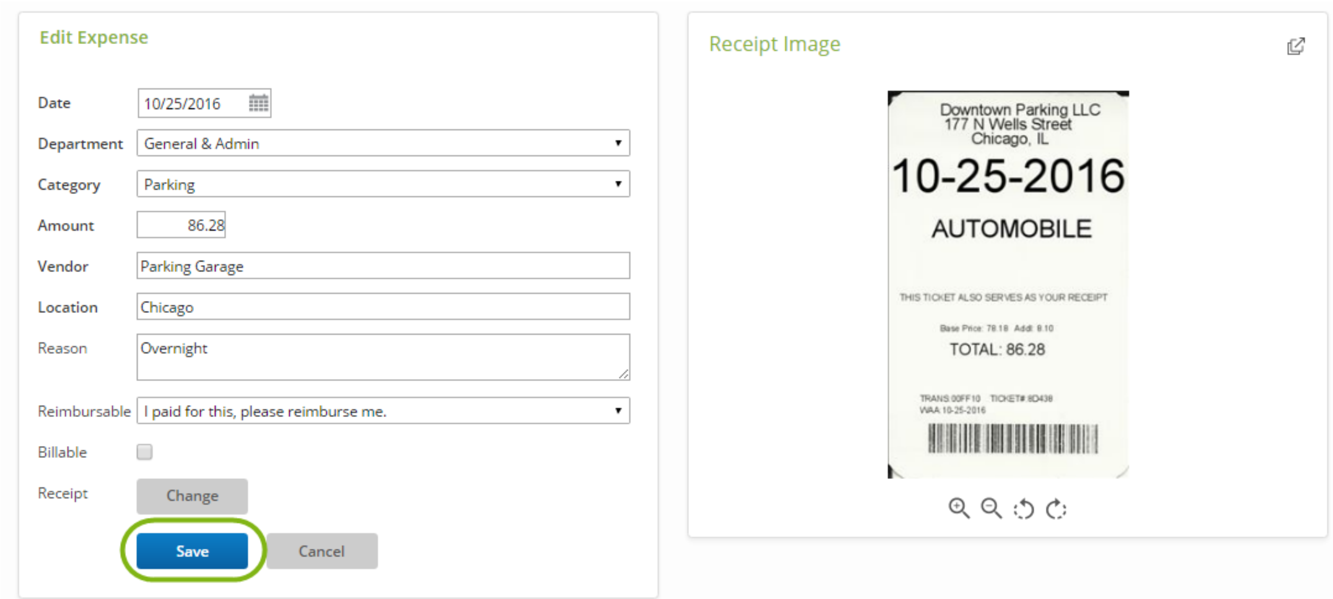
Step 3: Click on the edit icon under the **Expense** column next to the expense line you want to attach a receipt image to. This will open the **Edit Expense** box below the expense report.



Step 4: The expense details will appear under **Edit Expense**, and available receipts will open in **My Certify Wallet**. Click **Select** for the receipt image you want to attach to the expense line.



Step 5: Confirm that you have selected the correct receipt image and edit any details as needed. Click **Change** to select a different receipt image. Click **Save** when finished.



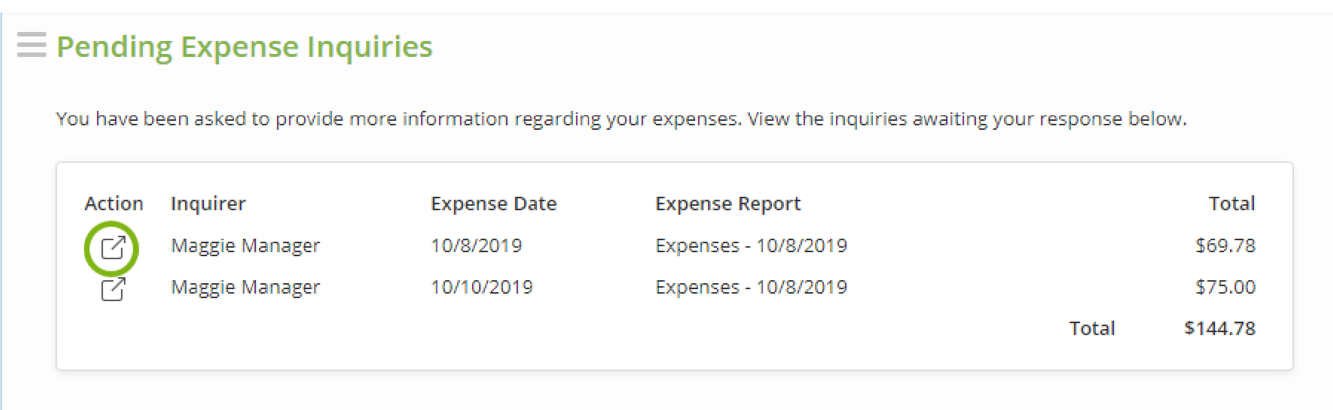
Responding to an InstantAudit Inquiry

If your company uses **Certify InstantAudit**, you might find an **Audit Inquiry** waiting for you when you log in to your **Certify** Account.

This article shows you, a **Certify Expense Report Submitter**, how to work with an **Audit Inquiry**.

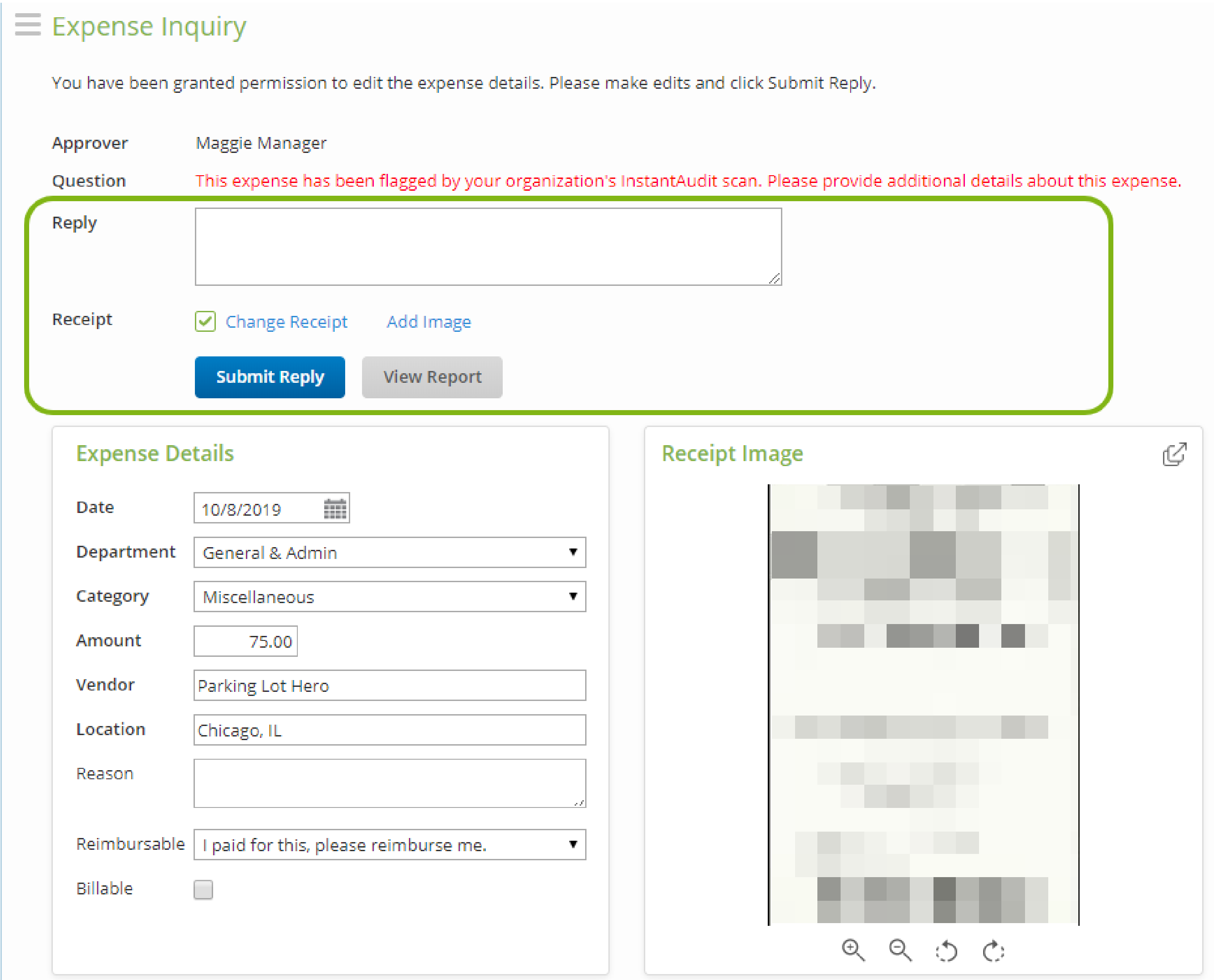
Step 1: When you log into your **Certify** account, instead of your homepage, the **Pending Expense Inquiries** page opens. Click the **Open** icon.

Please Note: *These inquiries are automatic. Even though it says your* ***Approver*** *sent it to you, the inquiry was automatically generated by Certify's* ***InstantAudit*** *tool.*



Step 2: The **Expense Inquiry** screen opens. Use this screen to respond to the inquiry.

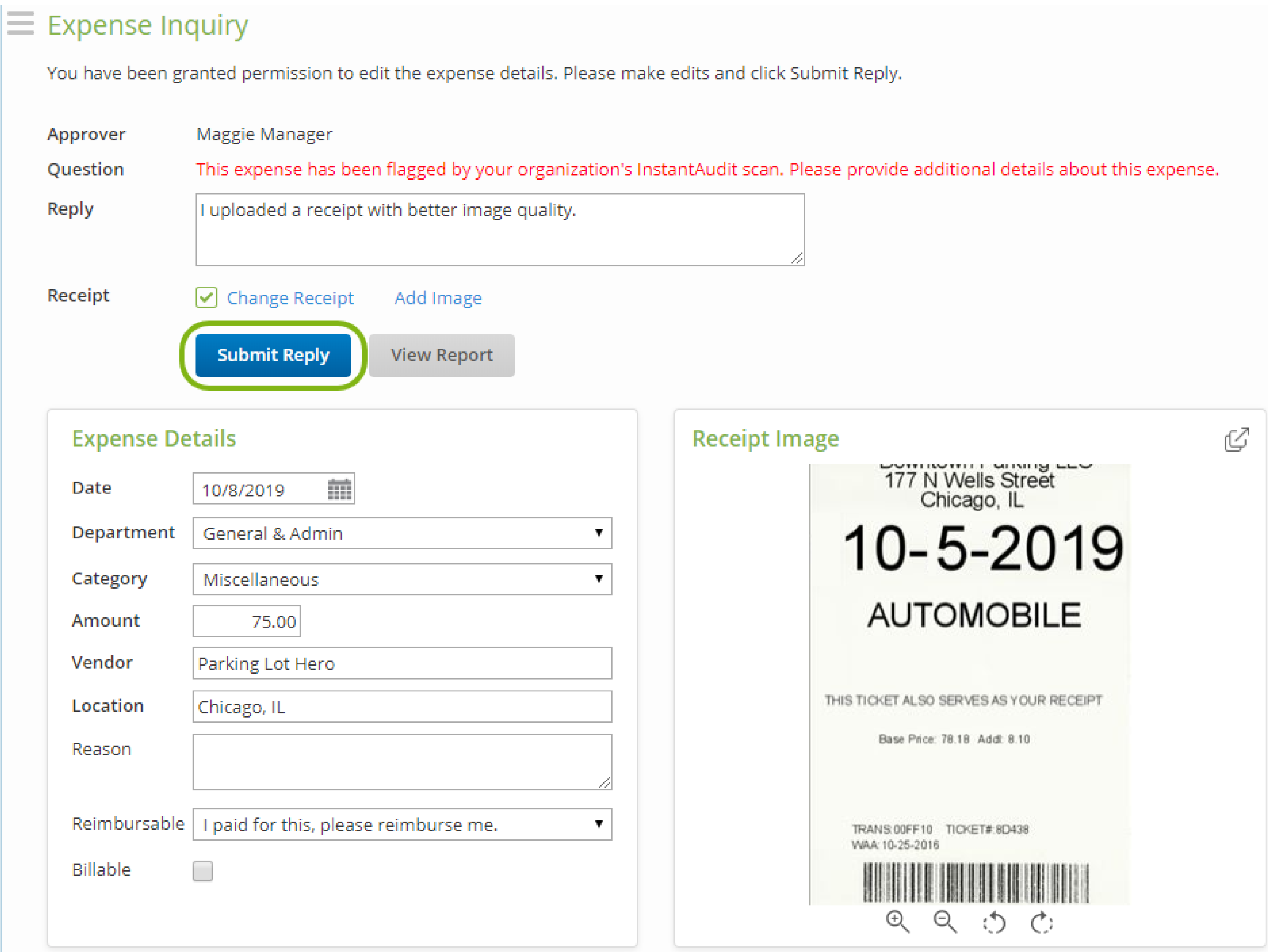
Please Note: *Depending on how your company uses* ***InstantAudit****, you may or may not be able to edit the expense.*



Step 3: Enter the following details:

- **Reply**: Enter your response to the **Inquiry**. If you need further information, contact your **Approver**.
- **Receipt**: There are two options for working with an incorrect receipt:
    - **Change Receipt**: Click this to open your **Wallet** where you can choose from your uploaded receipts. Once changed, this receipt takes the place of the original linked receipt. The original is sent back to your **Wallet**.
    - **Add Image**: Click this link to upload additional, supporting information to the receipt you already have linked to the expense.
- **View Report**: Opens the expense within the report it was submitted in.

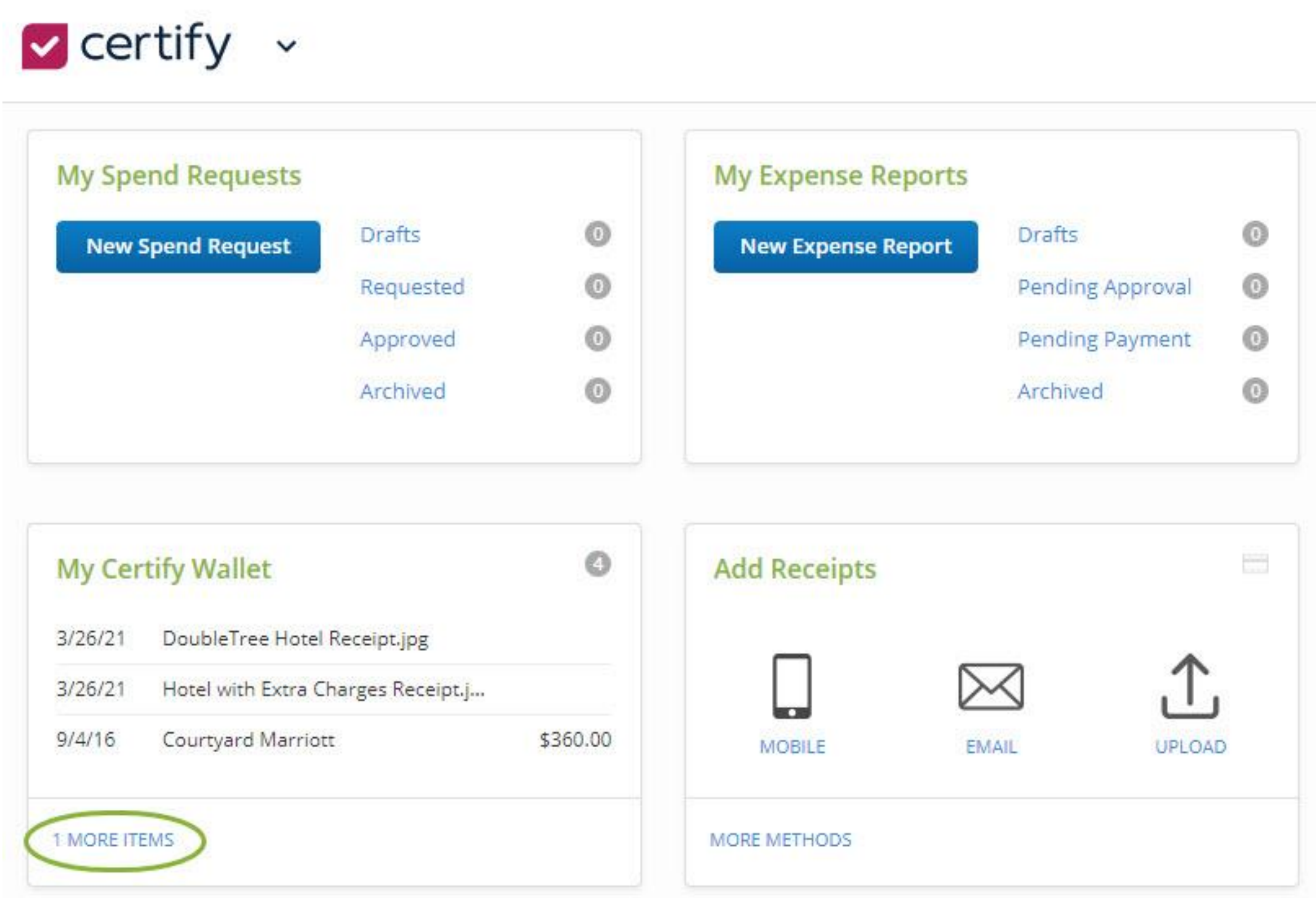
- **Submit Reply**: Select this to send the reply to your **Approver**. The **Inquiry** is then removed from your home screen.



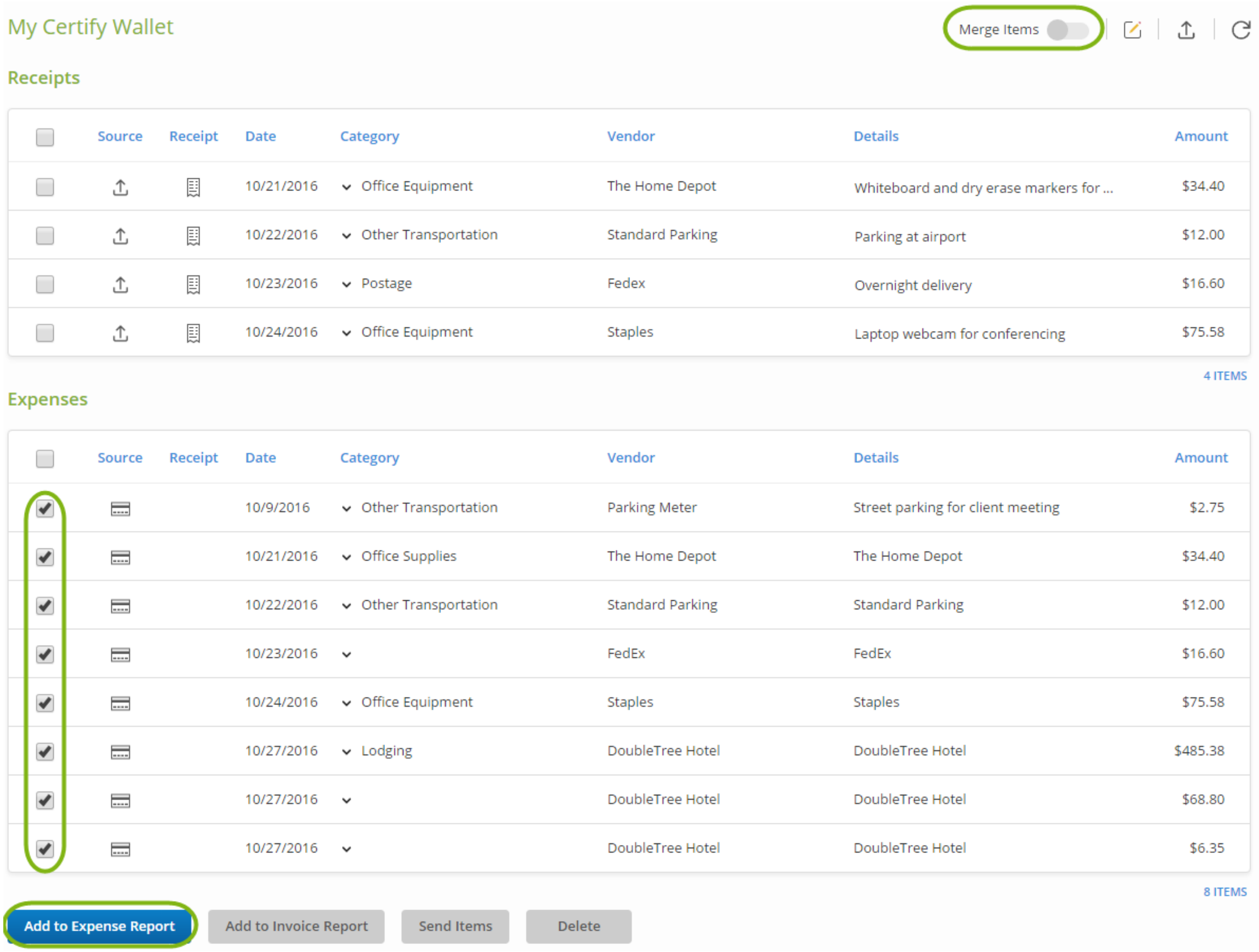
Manually Adding Expenses to an Expense Report

There are several ways to build an expense report in Certify. This article shows you how to manually add expenses from your Certify Wallet to a draft expense report.

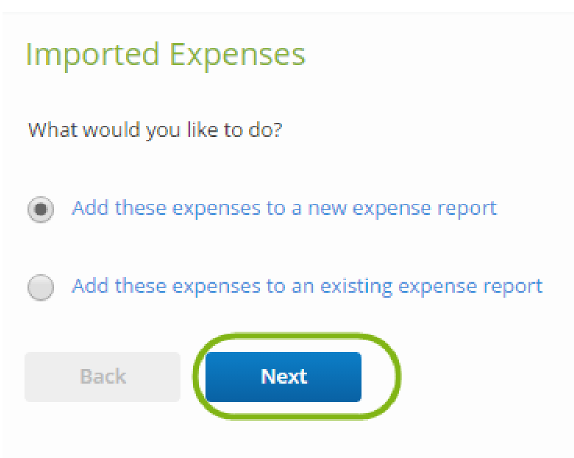
Step 1: On your account homepage, under **My Certify Wallet,** select **More Items.**



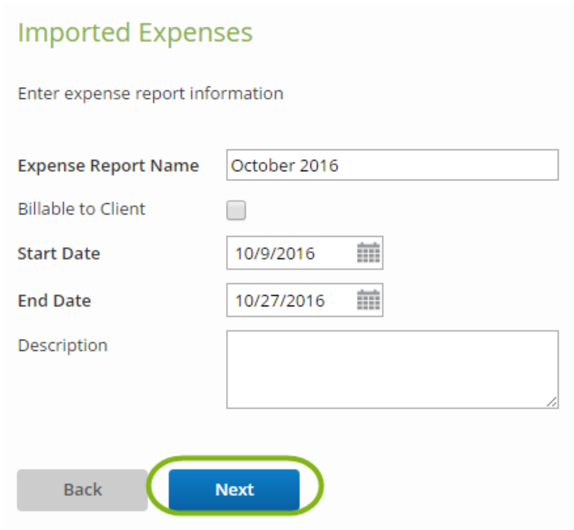
Step 2: Turn the **Merge** view **Off.** Click the checkbox next to each expense you want to add. Click **Add to an Expense Report**.



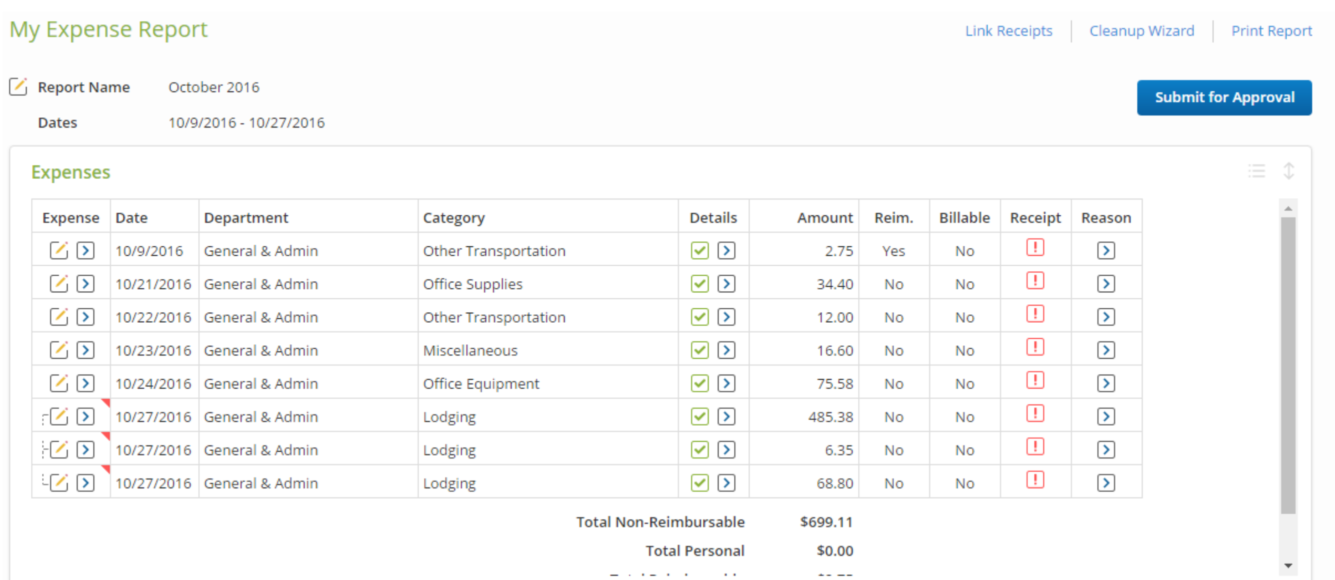
Step 3: On the next page, select from the options provided. Click **Next**.



Step 4: If creating a new expense report, enter the **Expense Report Name** and a **Date** range, or select an existing draft expense report. Click **Next.**



Step 5: After the expenses have been added to the expense report, you may need to use the **Link Receipts Wizard** or **Cleanup Wizard** before submitting for approval.



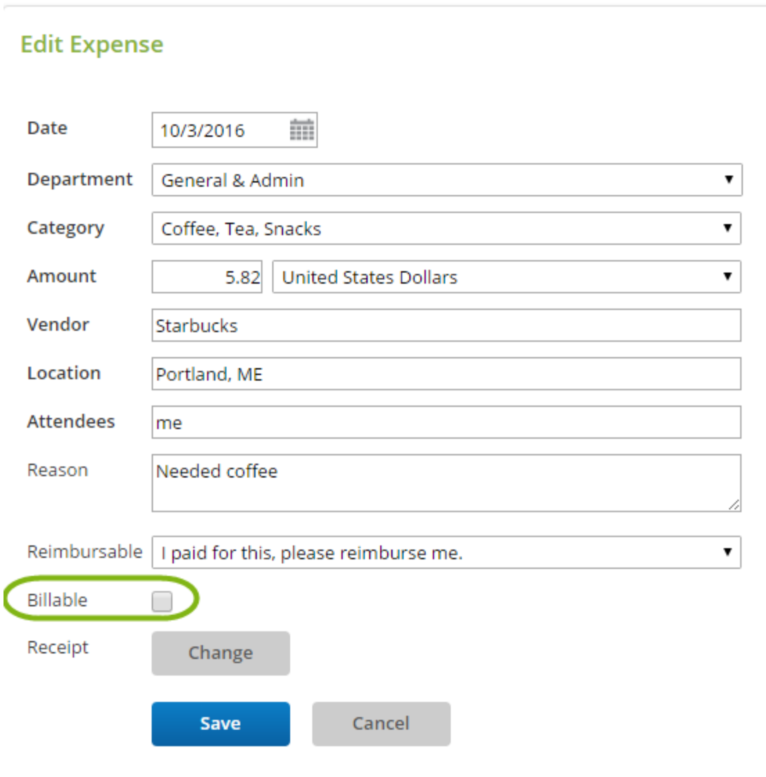
Billable and Reimbursable Status

When adding an expense to your expense report, you are given the option to classify each expense as **Billable** or **Non-Billable**, and **Reimbursable** or **Non-Reimbursable**.

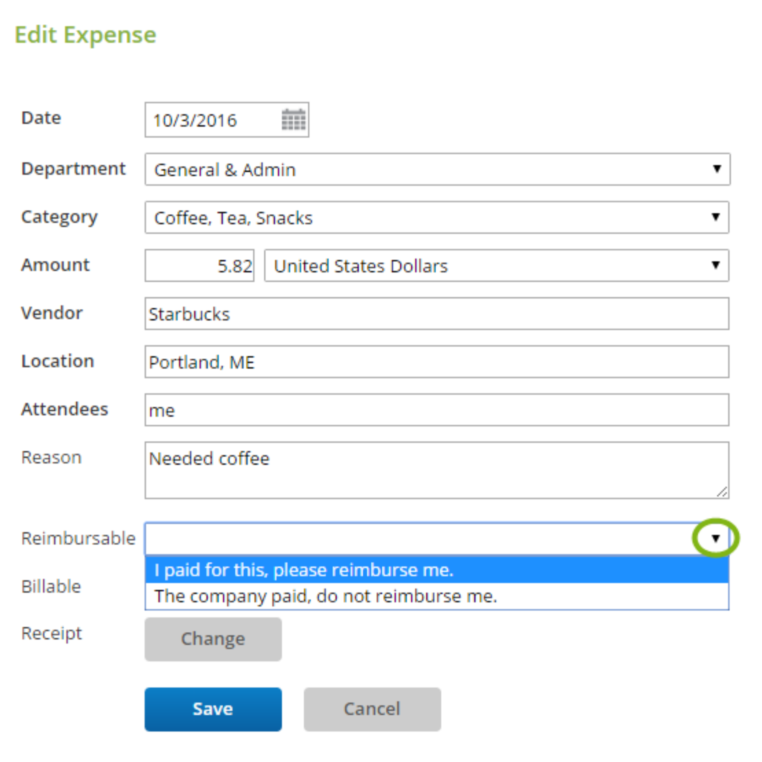
This article will show you, a **Certify Admin**, definitions of **billable** and **reimbursable** statuses as well as how to default **billable** and **reimbursable** statuses.

Please Note: *If you do not see these options available, please contact your **Customer Success Manager** to enable them.*

- **Billable** - An expense should be classified as billable if it needs to be paid by a third party, such as an outside client or vendor
- **Non-Billable** - If the expense does not involve a third party or outside vendor, the expense should not be classified as billable

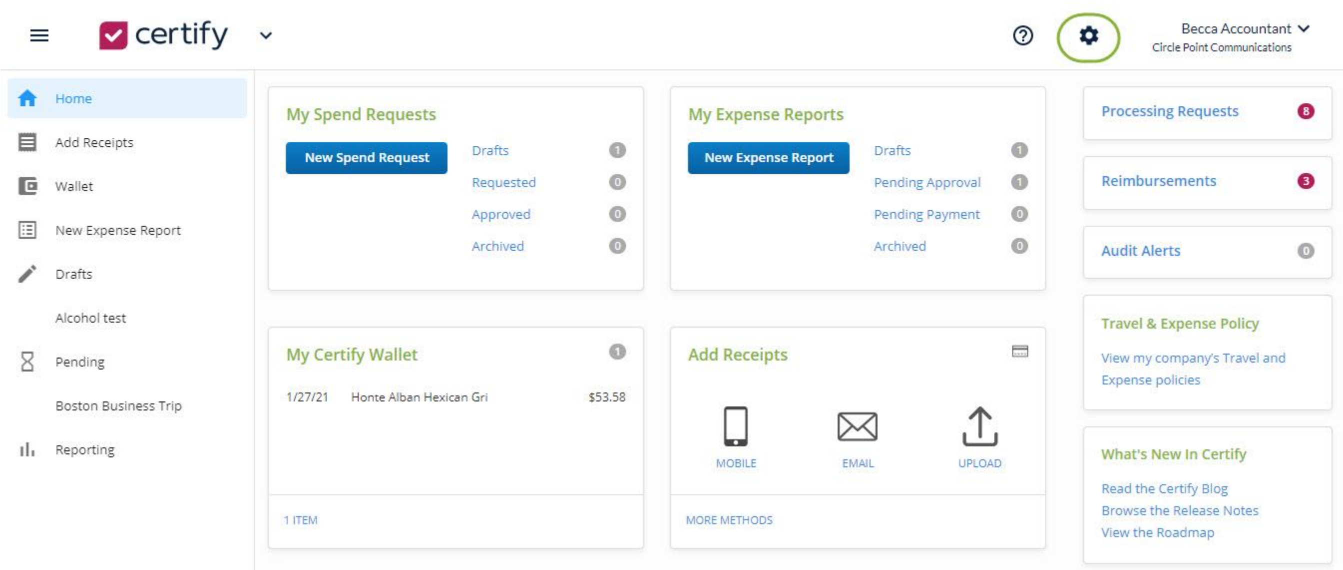


- **Reimbursable -** An expense should be classified as reimbursable if it is something a user paid out of pocket and needs to be reimbursed by the company; any expenses charged to a personal credit card should be classified as reimbursable
- **Non-Reimbursable** - An expense is classified as non-reimbursable if the user does not expect to be reimbursed; anything charged on a company credit card should be classified as non-reimbursable

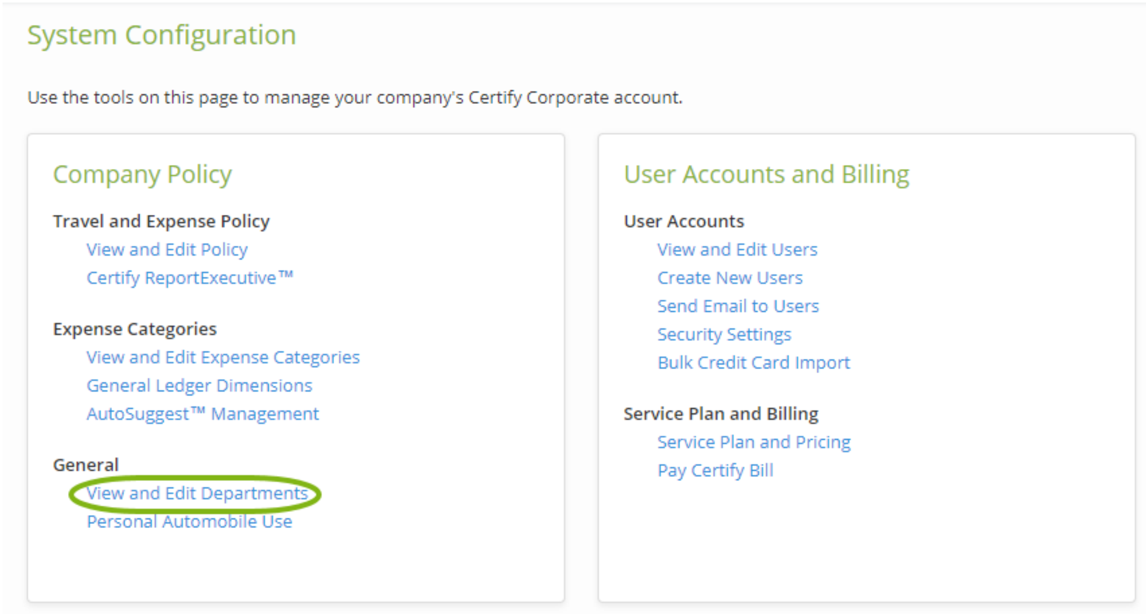


To default **Billable** and **Reimbursable** statuses:

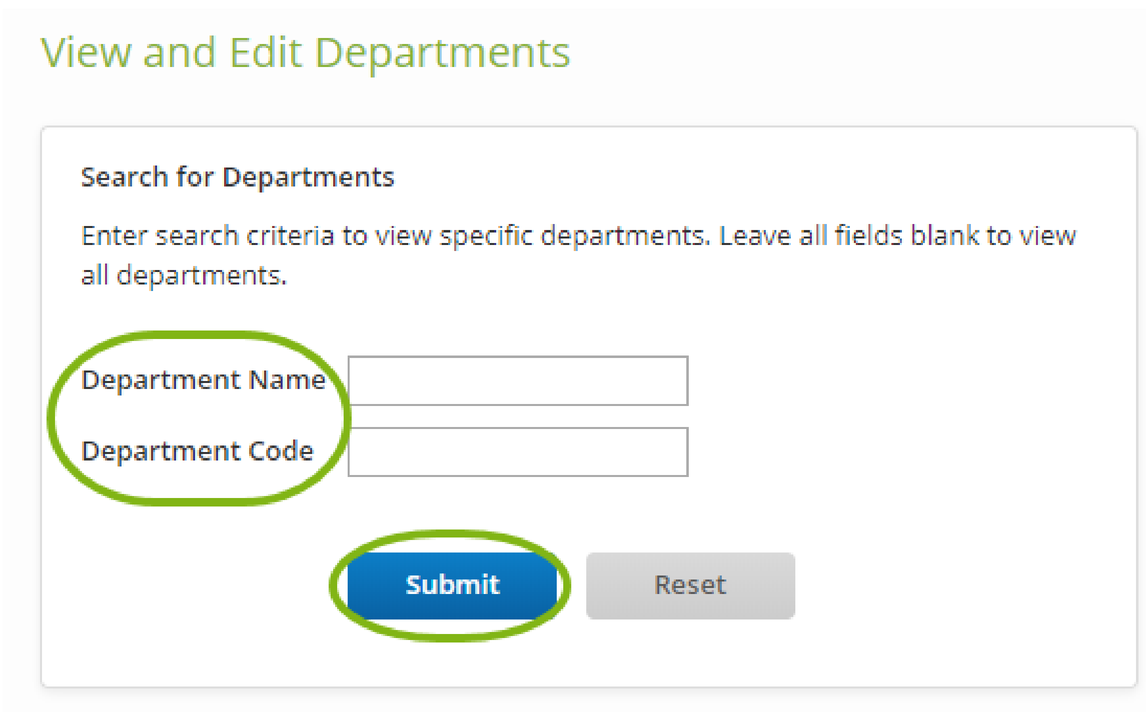
Step 1: On your **Certify** homepage, click the **gear** icon.



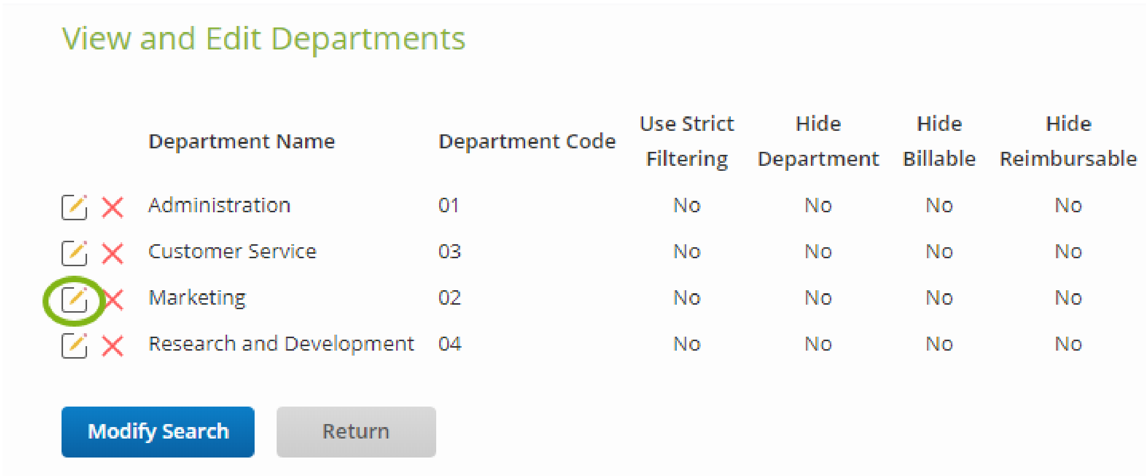
Step 2: Click **View and Edit Departments**.



Step 3: Search the **Department** you'd like to edit by entering a **Department Name** or **Department Code**. Alternatively, you can click **Submit** to see a list of all **Departments**.

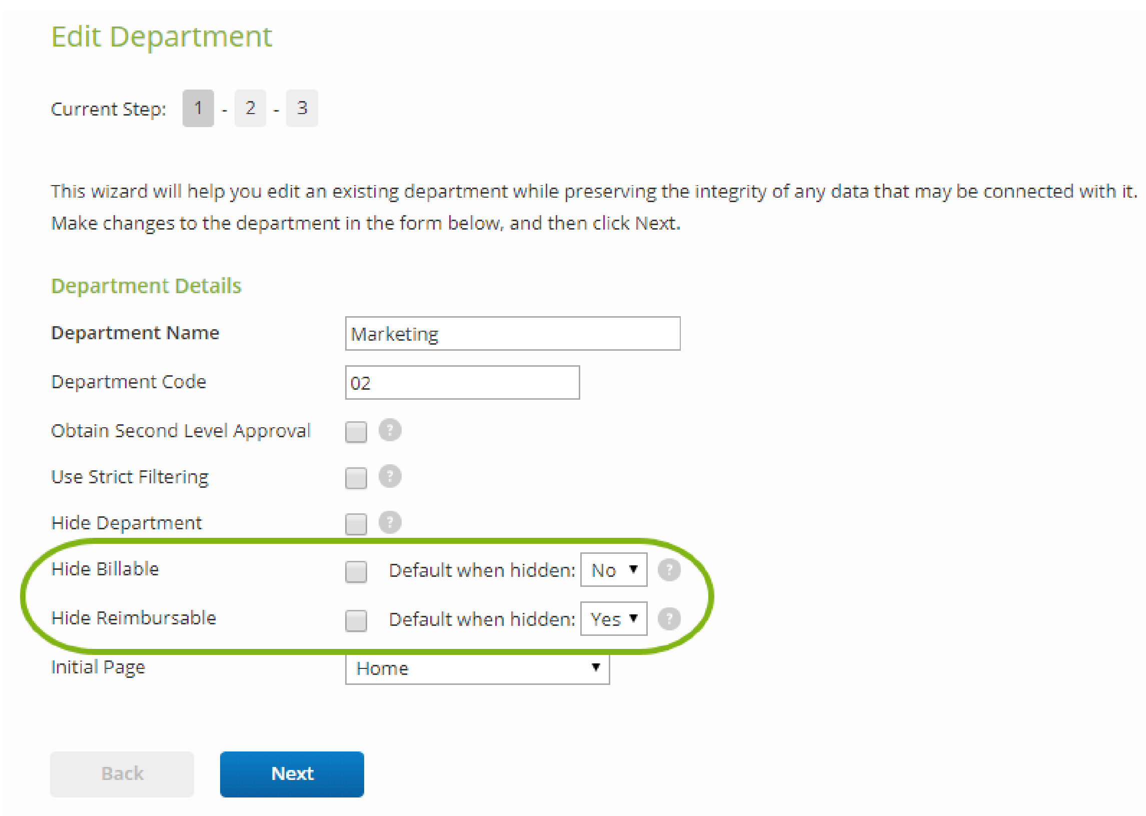


Step 4: Choose which **Department** you'd like to edit by clicking the **pencil** icon.

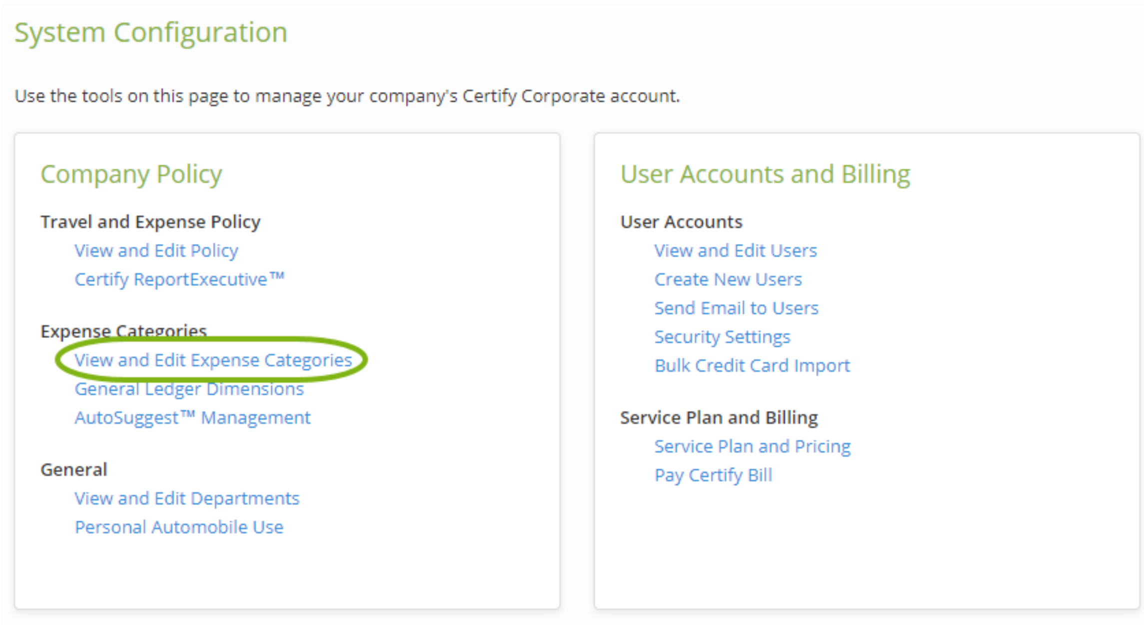


Step 5: From here, you can choose to **Hide Billable** or **Hide Reimbursable** department-wide.

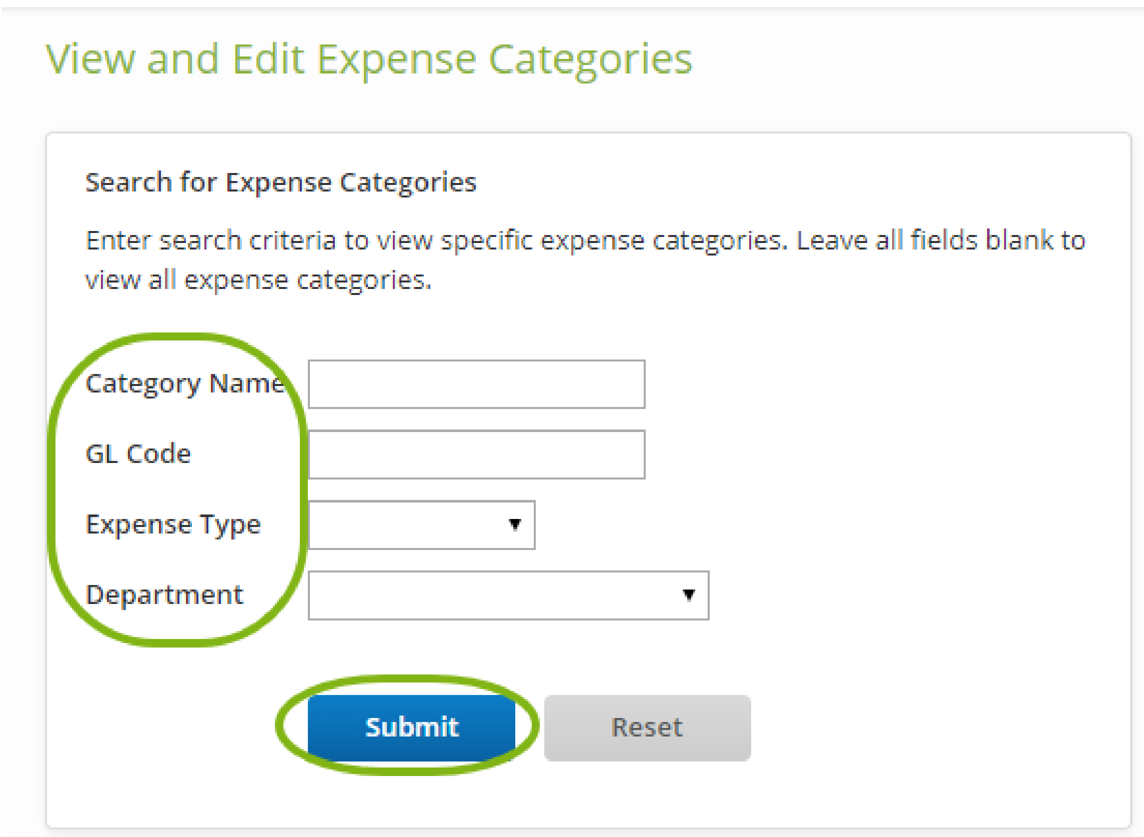
- Select **Yes** if all expenses from this **department** should always be automatically marked **Billable** or **Reimbursable**.
- Select **No** if all expenses from this **department** should not be automatically marked **Billable** or **Reimbursable**.



Step 6: Additionally, you can default your **Billable** status by **Expense Category**. Going back to the **Configuration** page, click **View and Edit Expense Categories**.



Step 7: Enter your search criteria, or click **Submit** to see a full list of **expense categories**.



Step 8: Click the **pencil icon** to edit an **expense category**.

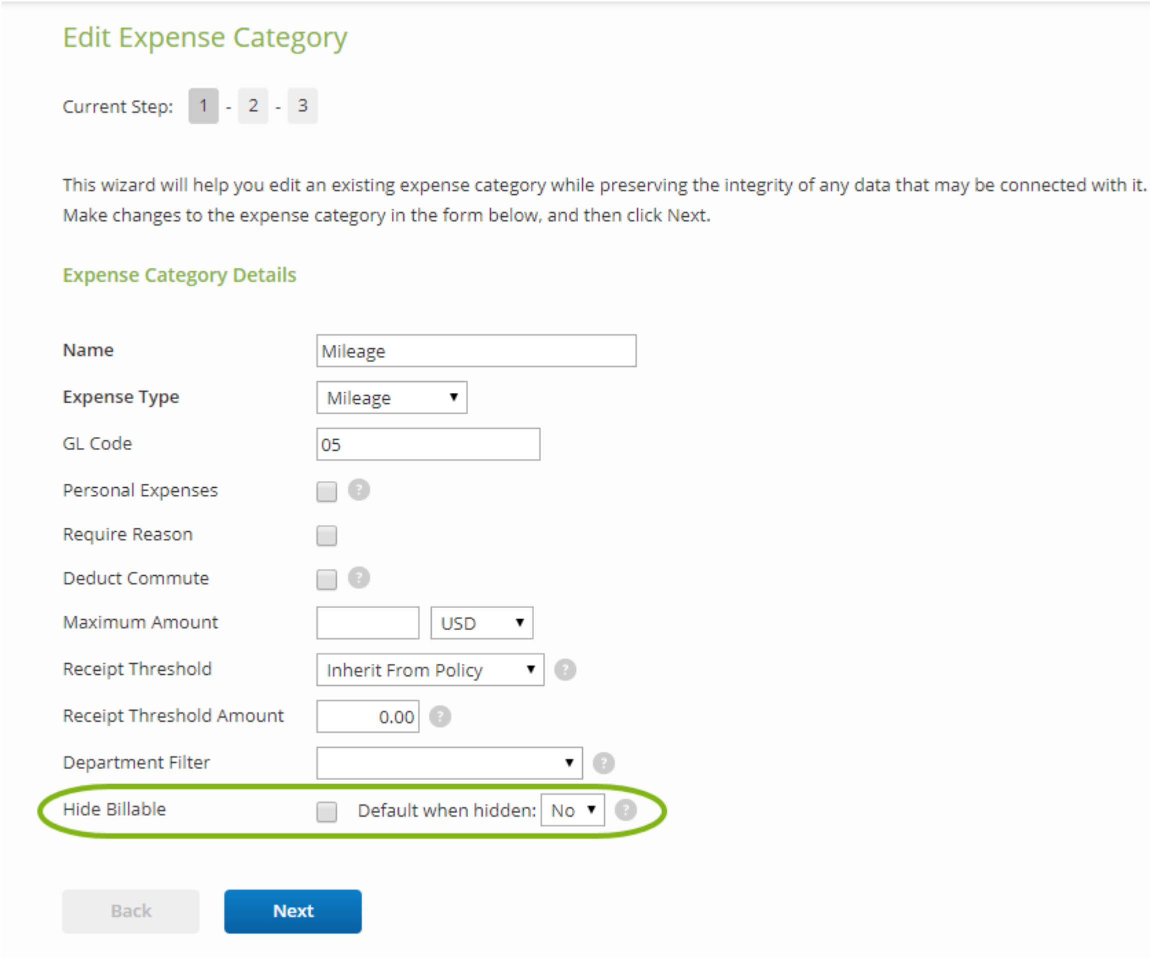
View and Edit Expense Categories

Name	GL Code	Expense Type	Maximum Amount	Department Filter	Hide Billable
Airfare	01	Travel			No
Coffee and Snacks	123	Cash Expense	$0.00		No
Hourly Labor	02	Hourly Rate	$50.00		No
Large Group Meals	675	Meals	$50.00		No
Lodging	03	Lodging	$0.00		No
Meals	04	Meals	$45.00		No
Mileage	05	Mileage			No
Mileage with Commute	564	Mileage	$0.00		No
Mileage without Commute	345	Mileage	$0.00		No
Office Equipment	888	Cash Expense	$0.00		No
Parking	22	Cash Expense	$0.00		No
Personal Expense	457	Cash Expense	$0.00		No
Postage	298	Cash Expense	$0.00		No
Rental Car	07	Rentals			No
Tolls	987	Cash Expense	$0.00		No

Modify Search   Return

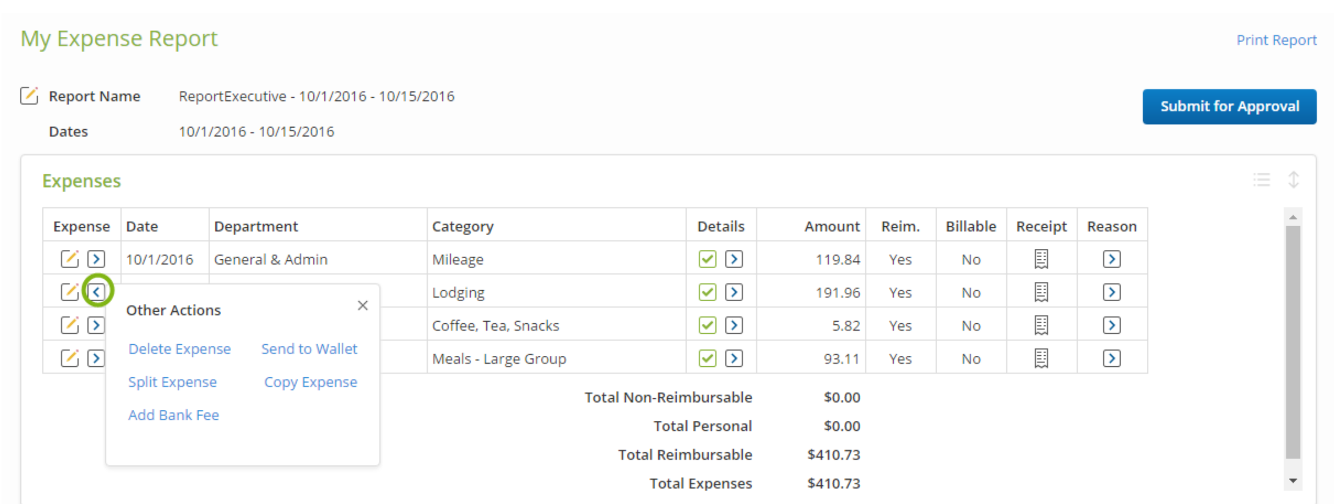
Step 9: From here, you can choose to **Hide Billable** for this **expense category**.

- Select **Yes** if all expenses in this **expense category** should always be automatically marked **Billable**.
- Select **No** if all expenses in this **expense category** should not be automatically marked **Billable**.



Other Actions Menu

The **Other Actions** menu provides several actions that allow you make changes to expenses in an expense report. This article describes the actions available in the **Other Actions menu.**

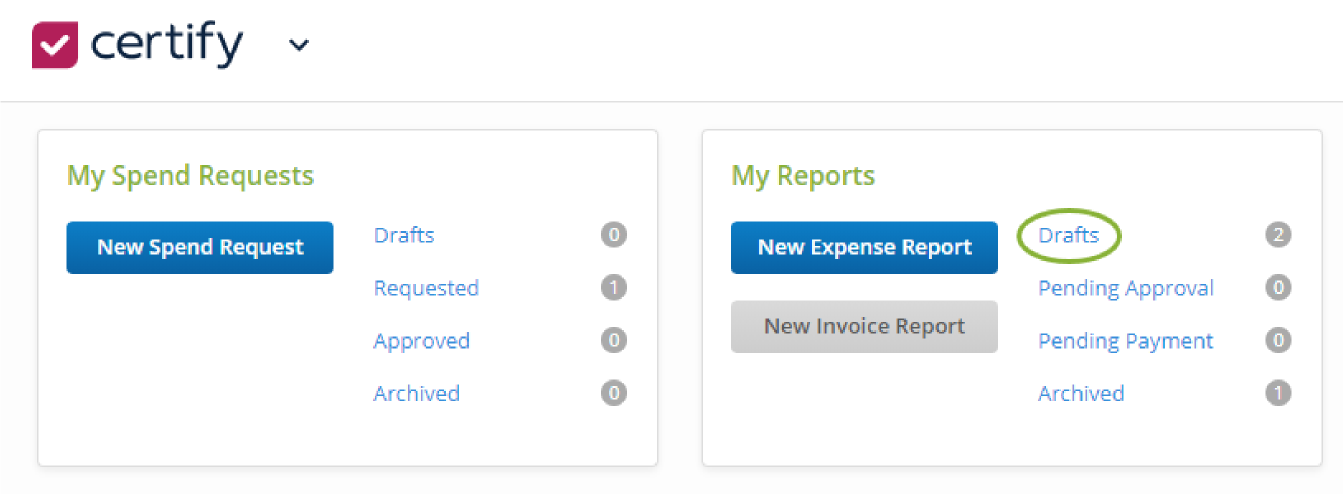


- **Delete Expense -** Remove an expense line from your expense report; if a receipt image is attached, it will be returned to your Certify Wallet, however, the expense will be permanently deleted
  Please Note: *This option may be disabled for imported credit card expenses.*
- **Send to Wallet -** Remove an expense line from the expense report; both the expense and the receipt will return to your Certify Wallet
- **Split Expense -** Split out a specific expense into different categories or departments
- **Copy -** Create a duplicate expense line from another expense line in the expense report
- **Add Bank Fee -** Select an interbank fee percentage to add to the expense line; this can be used when you are charged for a credit card currency conversion fee for a business expense

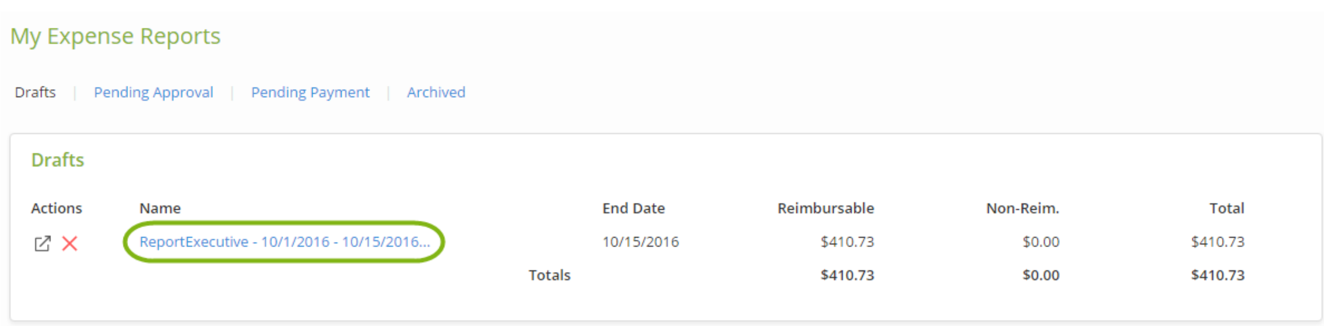
Splitting an Expense

Some expenses may need to be split into two or more categories, departments, or projects. For example, a lodging fee may also include meals or parking expenses. This article shows you how to use the **Split Expense** function in Certify.

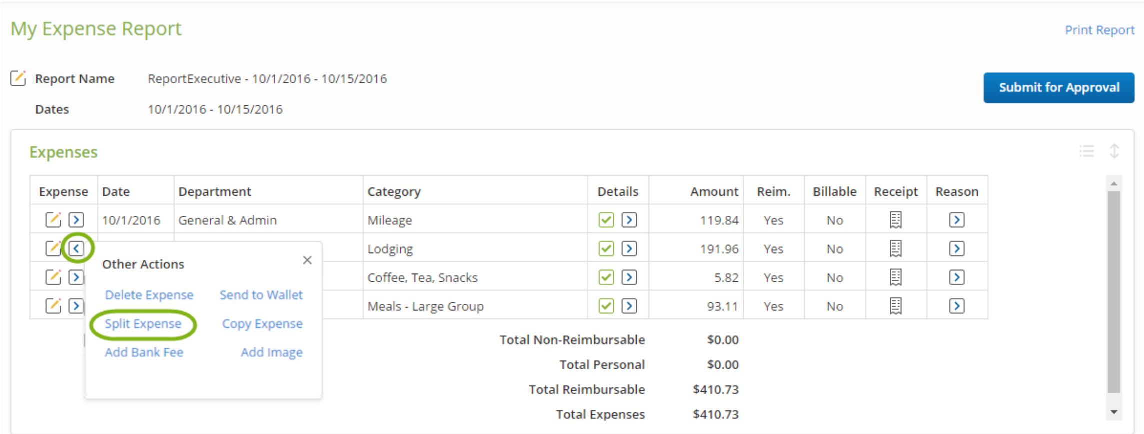
Step 1: On your account homepage, select **Drafts**.



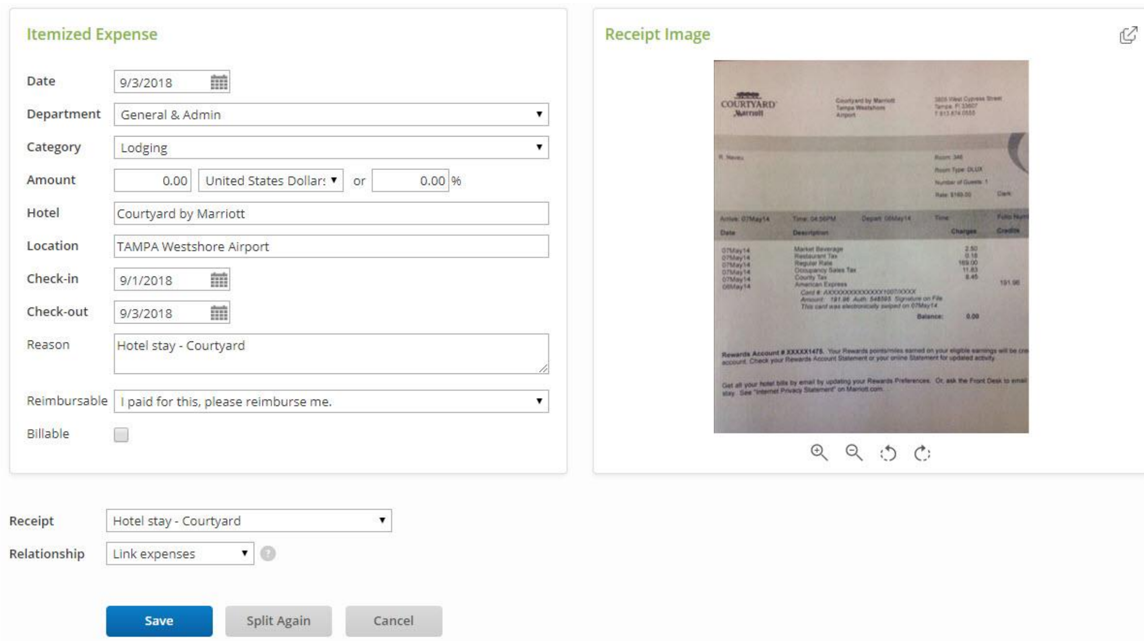
Step 2: Select the **Name** of the expense report you want to open.



Step 3: Click the arrow **(>)** next to the expense you would like to split. This will open the **Other Actions** menu. In the **Other Actions** menu, select **Split Expense**.

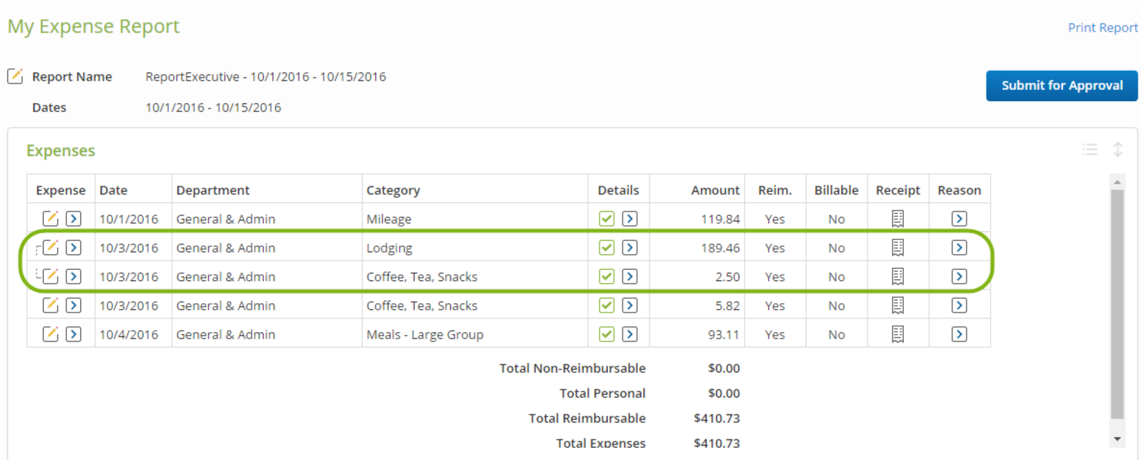


Step 4: On the next page, enter the **Amount** you would like to split. You have the option to split the expense by dollar amount or by percentage. The split amount will be subtracted from the full, original expense amount. You can also make edits to the other expense fields as needed.



The receipt image attached to the original expense will also be attached to all of the split expenses. If you would like a different receipt image to be attached to a split expense, click the green checkmark under the **Receipt** column. A dropdown menu will open where you can select a different receipt image to attach to the split expense. Click **Split Again** to continue splitting the current expense. When you have completed splitting the expense, click **Save**.

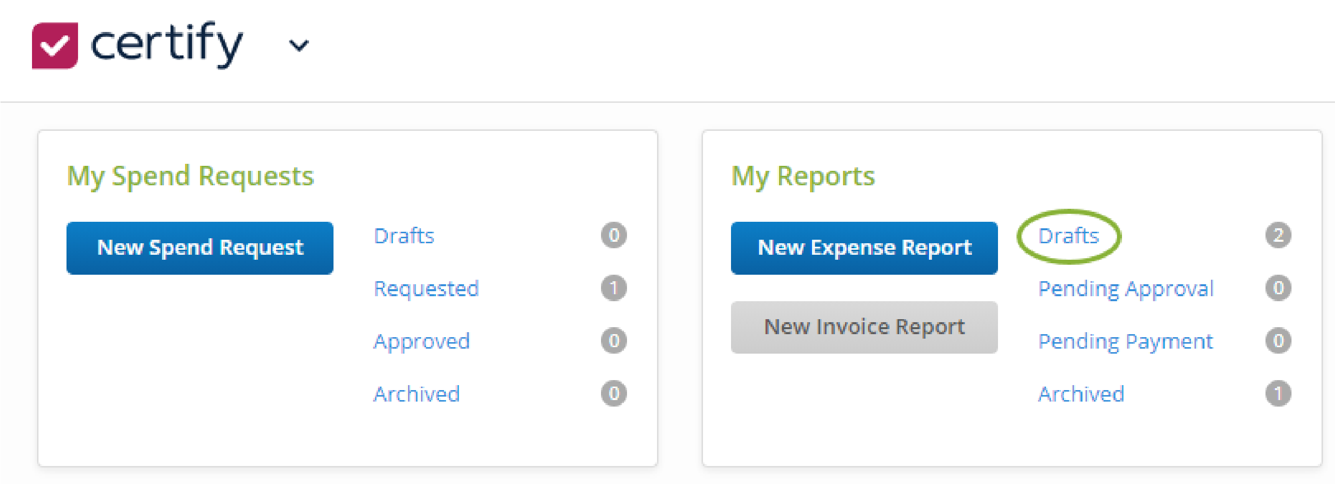
Step 5: On the next page, you will see that the original expense and the split expense(s) will be linked together by a dotted line under the **Expense** column in the expense report.



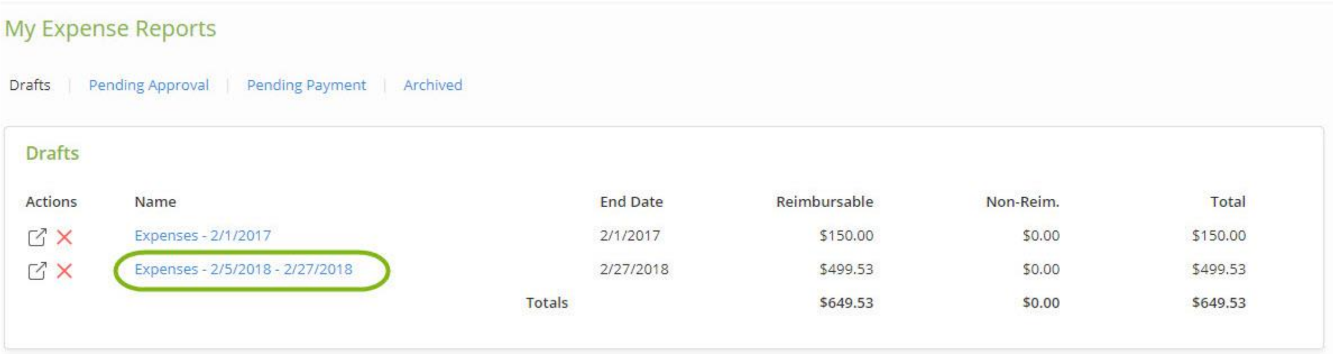
Copying an Expense

For recurring expenses, you may use the **Copy Expense** button in the **Other Actions** menu to create repeated expense lines. You may have repeated tolls or similar office expenses to enter on one report. This article will show you how to copy an existing expense line for repeated use.

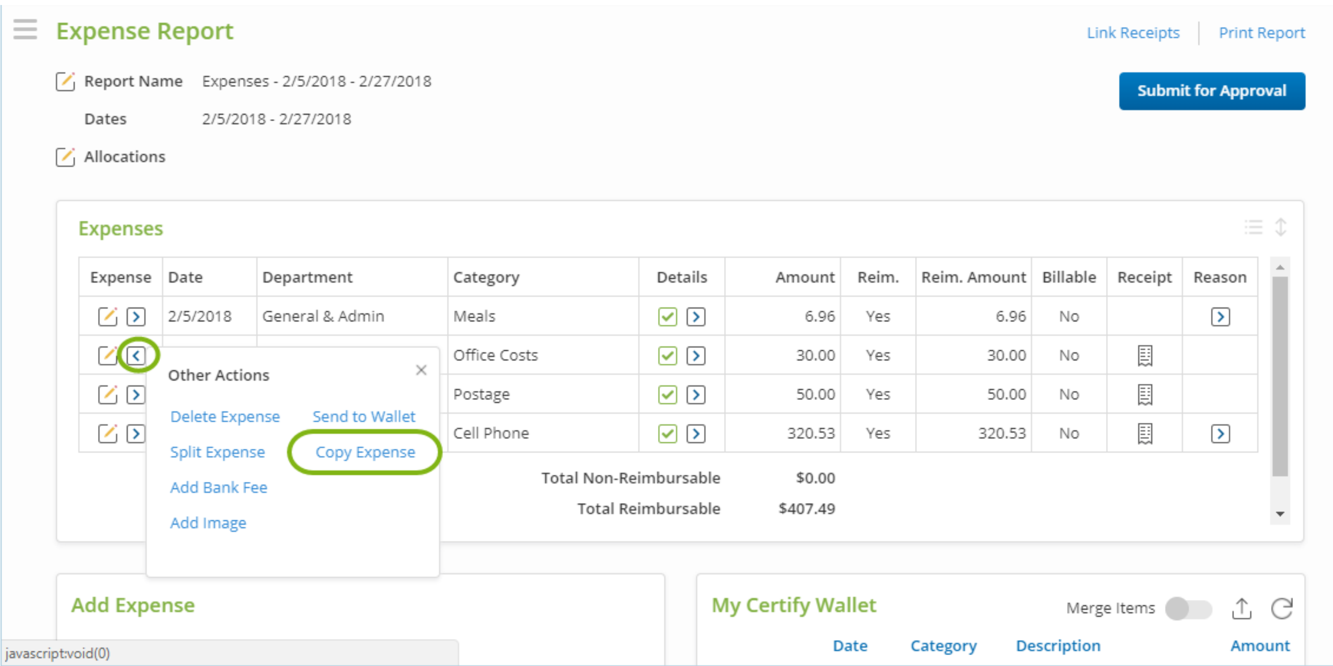
Step 1: On your account homepage, select **Drafts**.



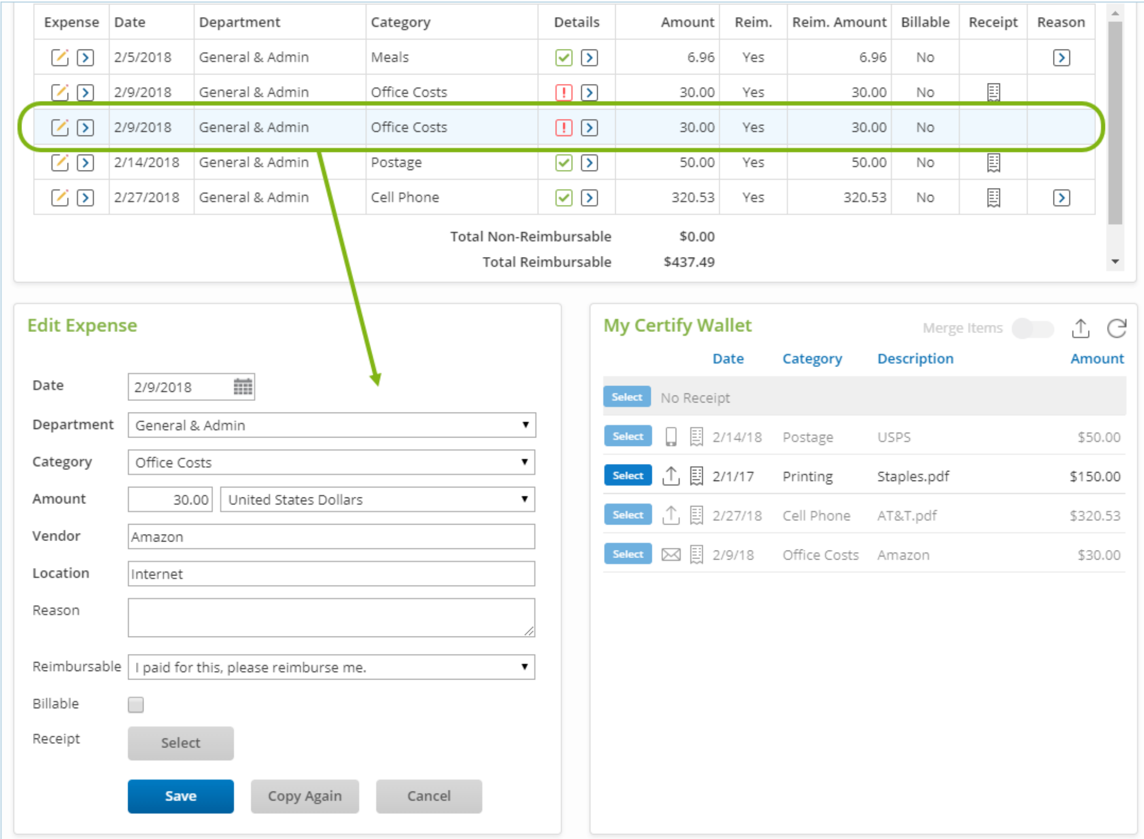
Step 2: Select the name of the expense report you want to open.



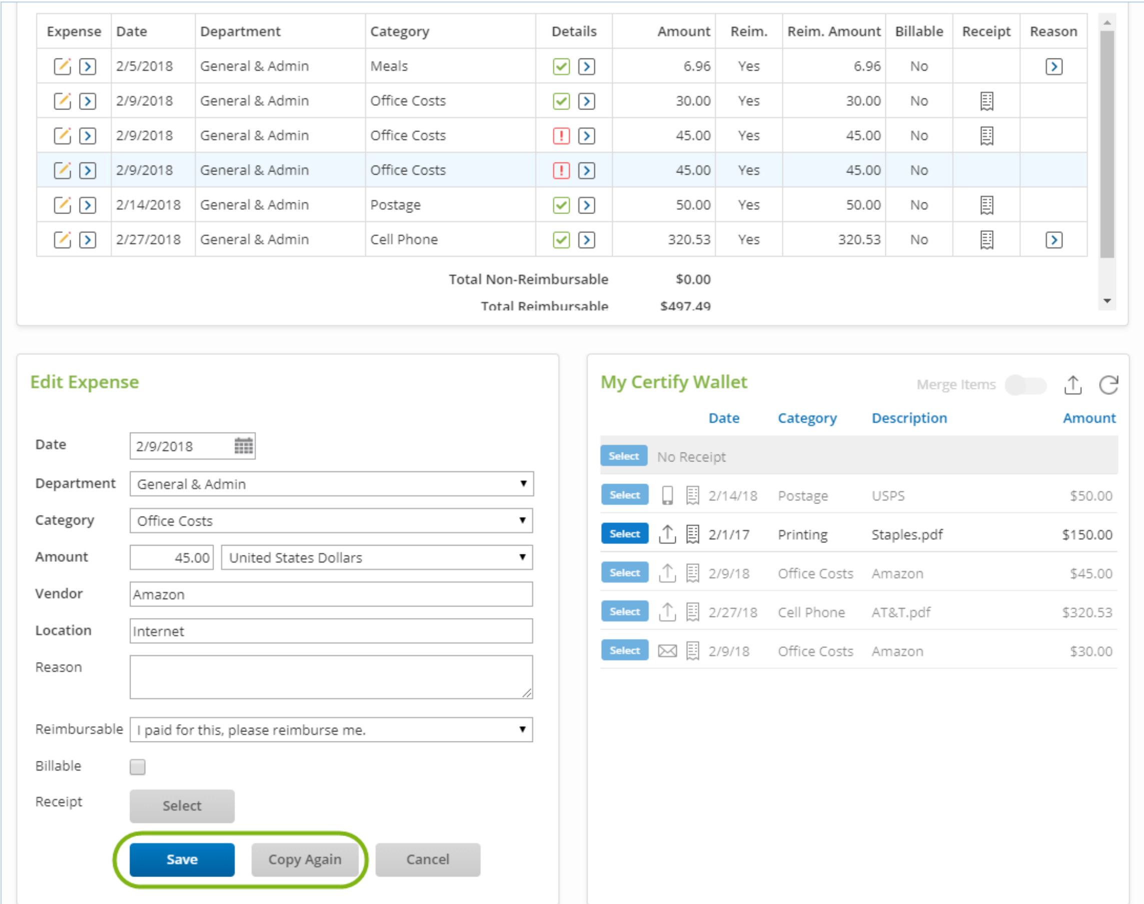
Step 3: On the expense line that needs to be copied, open the **Other Actions** menu and select **Copy Expense**.



Step 4. The expense will be duplicated in the expense report highlighted in blue, and ready for edits in the **Edit Expense** box.



Step 5: Make any edits and click either **Save** or **Copy Again** for more repeated expense lines.

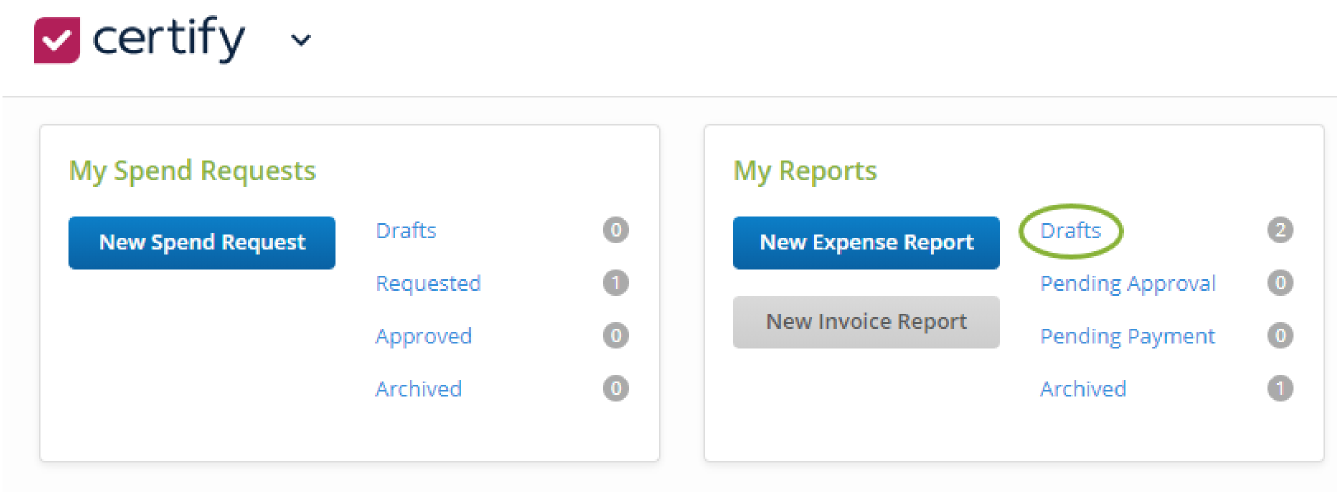


Adding Multiple Images to an Expense Line

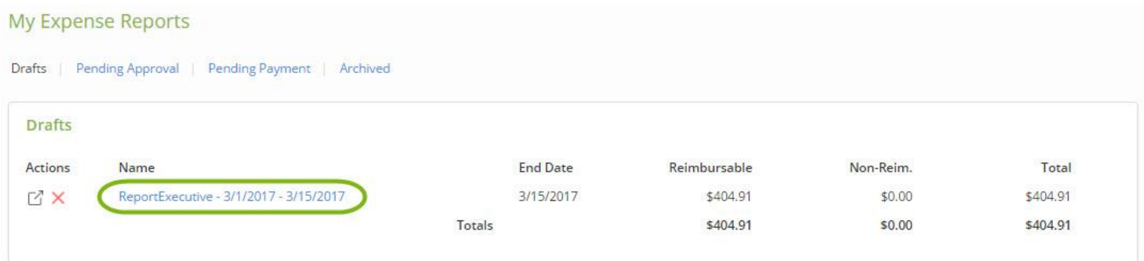
Add Image will allow additional receipt images from the **Certify Wallet** to be added to an expense or invoice line via the **Other Actions** menu.

This article will show you how to add an additional receipt or piece of documentation to an existing expense or invoice line.

Step 1: On your account homepage, click **Drafts**.

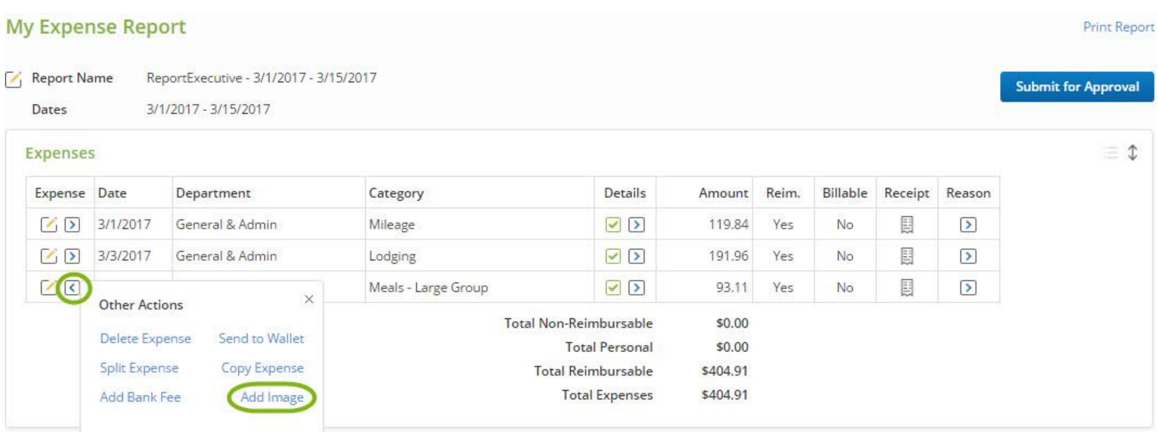


Step 2: Select the **Name** of the expense report you want to open.

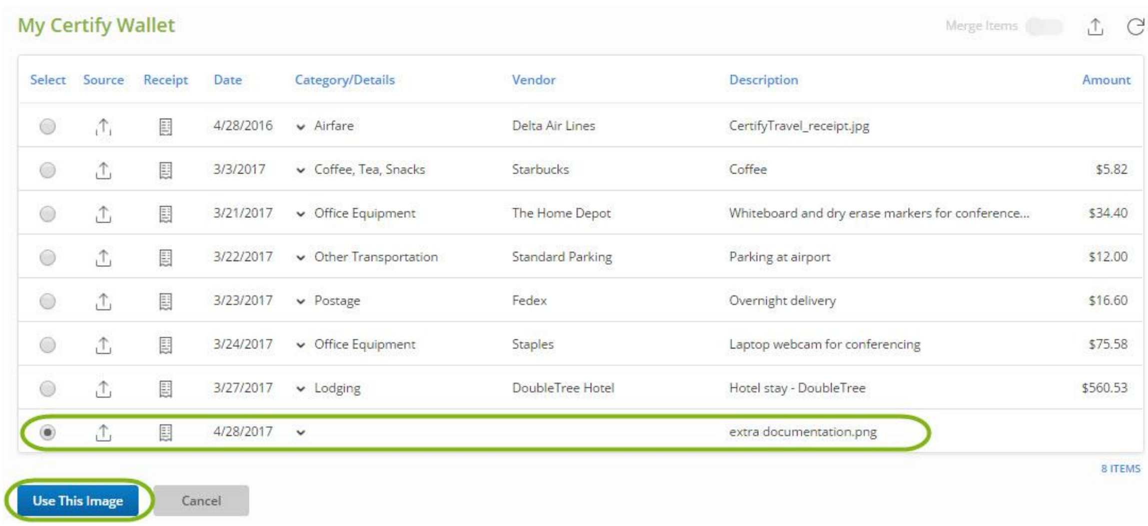


Step 3: On an existing expense line, click the arrow **(>)** to open the **Other Actions** menu. Click **Add Image.**

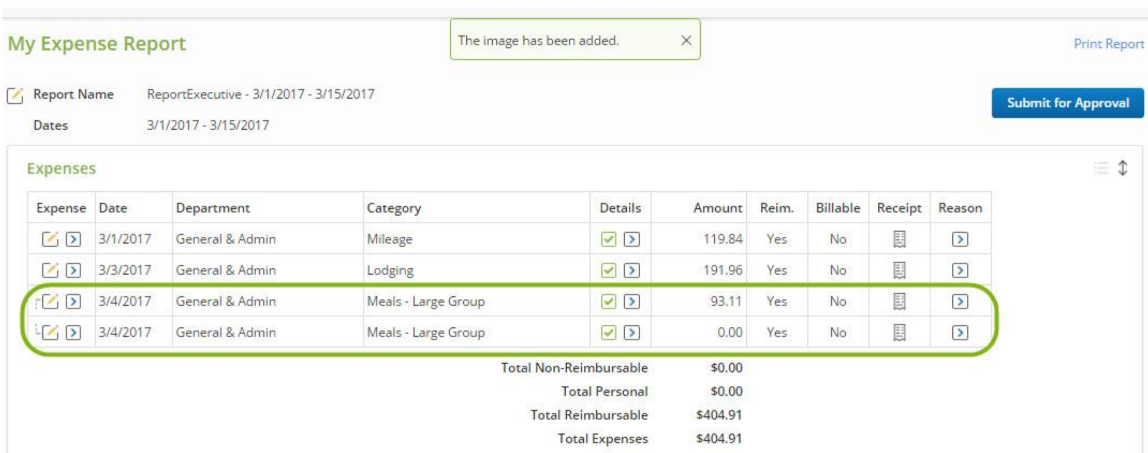
***Please Note: Add Image** is available only if one receipt is already attached.*



Step 4: Redirecting to your **Certify Wallet**, select the item to add onto the expense line. Click **Use This Image.**



Step 5: The new image will be available on a new zero-amount expense line, attached to the first. The details from the original expense line will also carry over to the second.

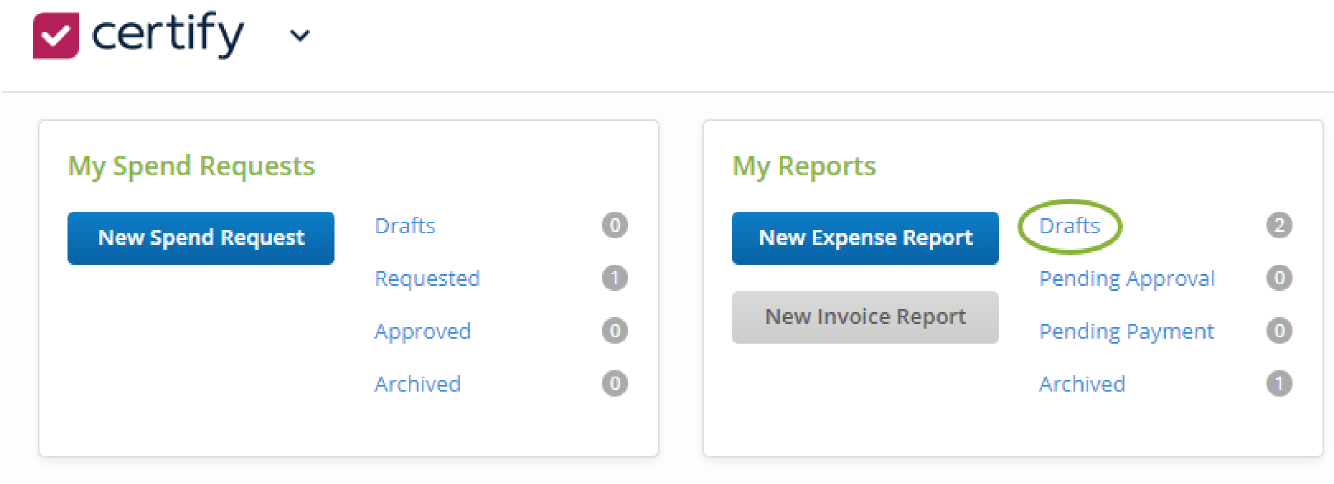


Mileage Expenses

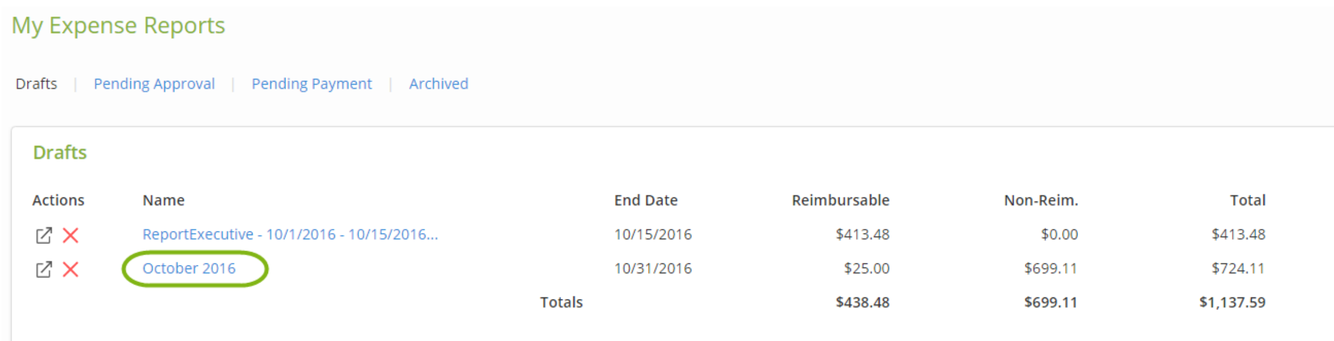
Certify allows you to enter mileage for a personal vehicle driven for company business. The IRS sets annual allowable rates for standard business mileage as well as moving expenses and charitable work. Your company may also set additional custom rates and date ranges for other types of mileage reimbursements. This article shows you how to create a one-way or segmented mileage expense using the **Add Expense** function within an existing draft expense report.

One-Way and Round Trips

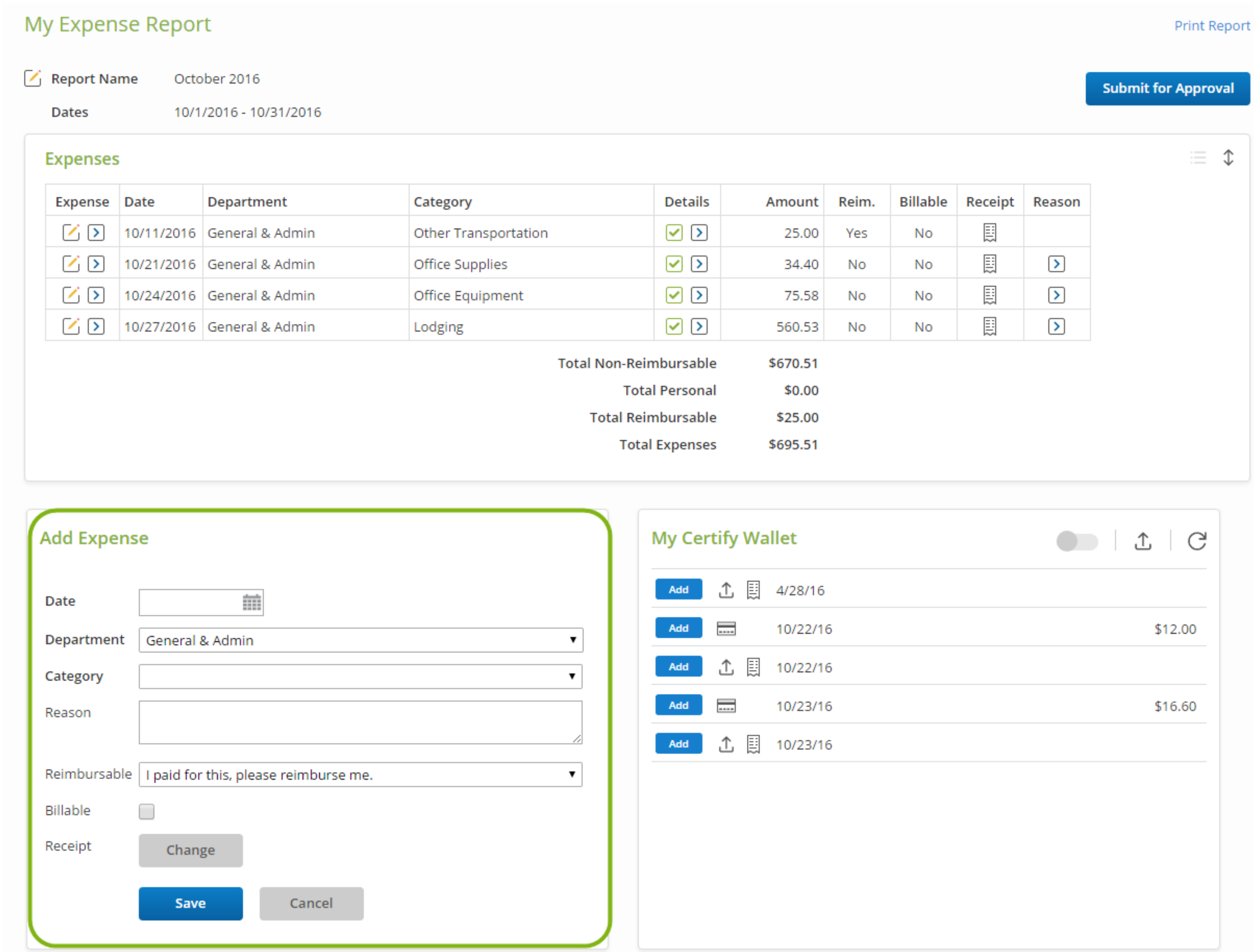
Step 1: On your account homepage, under **My Expense Reports**, select **Drafts**.



Step 2: Under **My Expense Reports**, click the **Name** of the expense report you want to open.

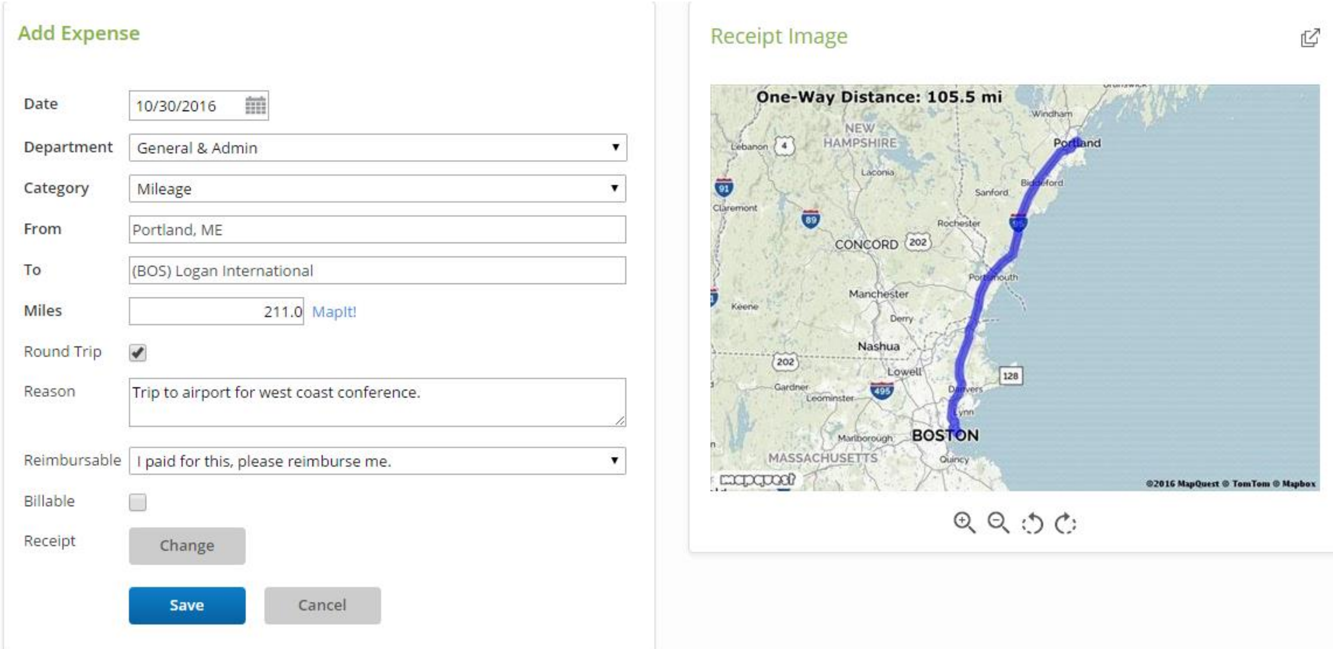


Step 3: In the **Add Expense** box below the expense report, enter the expense information and select the appropriate mileage expense **Category**.

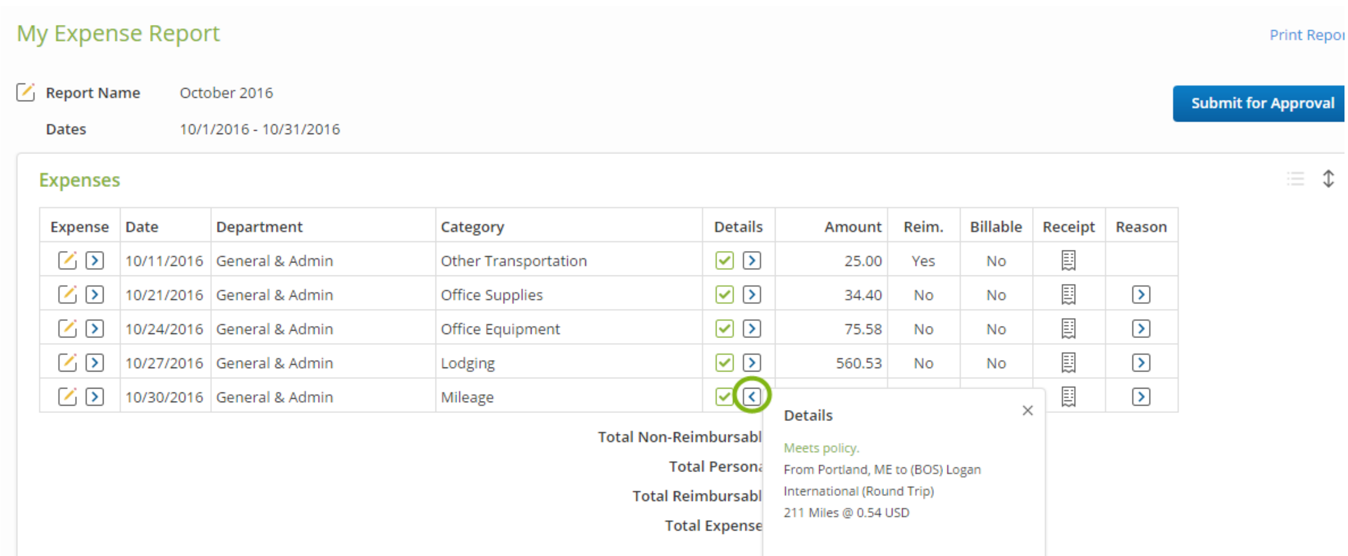


Step 4: When a mileage expense **Category** is selected, additional information is required. Enter the departure location in the **From** field, and the destination location in the **To** field. Select **Map It!** to have the mileage automatically calculated for you. Additionally, MapQuest will create a mileage map to use as a receipt when **Map It!** is selected. Click the checkbox for **Round Trip** to calculate a two-way distance. When all mileage information has been entered, click **Save**.

Please Note: *Your company may have configured your mileage categories to subtract your commuter distance from the Map It! mileage. Your commuter distance can be entered on the My Account page. See also Creating a Mileage Expense with Commute Distance.*

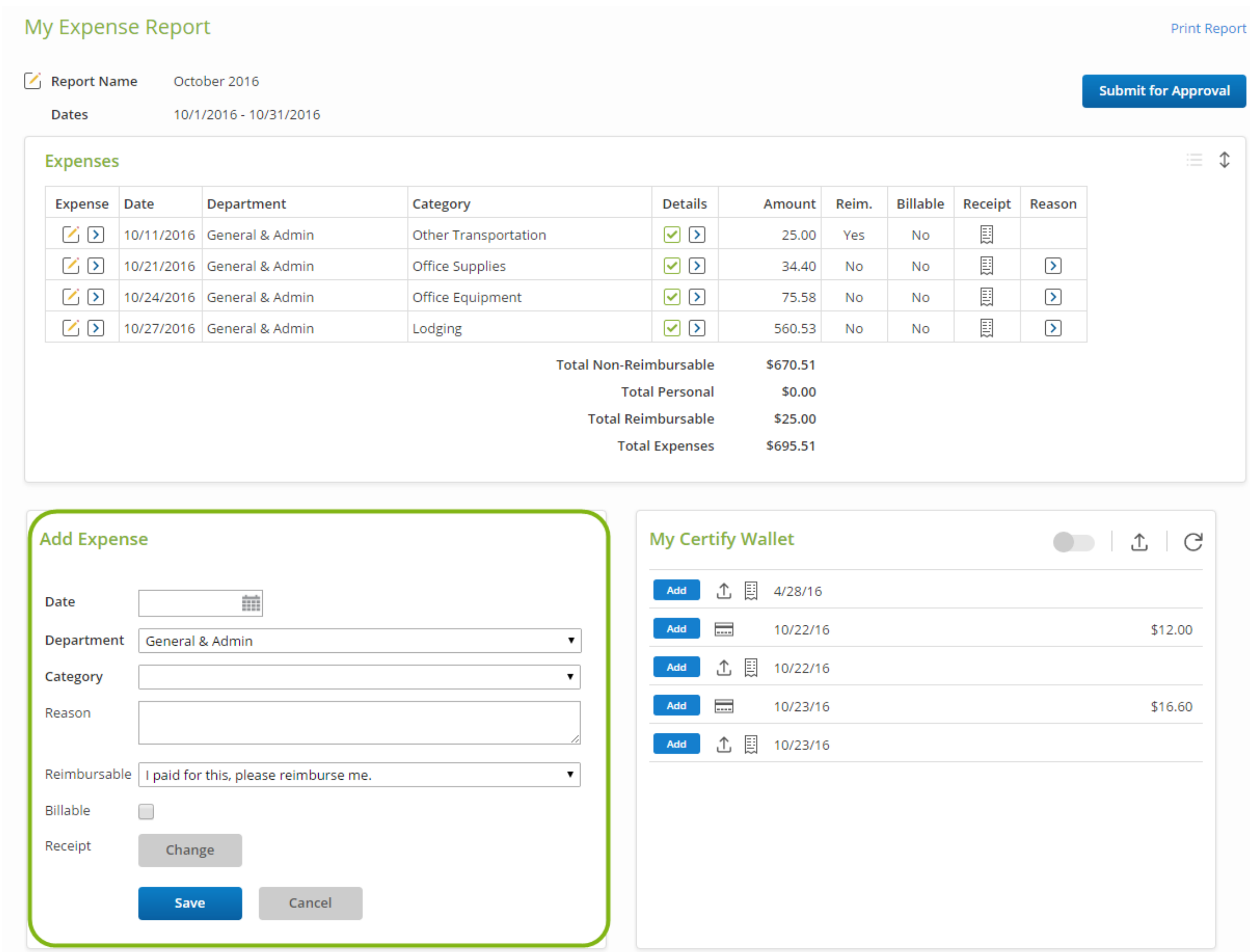


Step 5: The reimbursable amount will be automatically calculated based on your company's personal automobile use policy. To view the rate applied to your mileage expense, click the arrow **(>)** in the **Details** column for the mileage expense line.



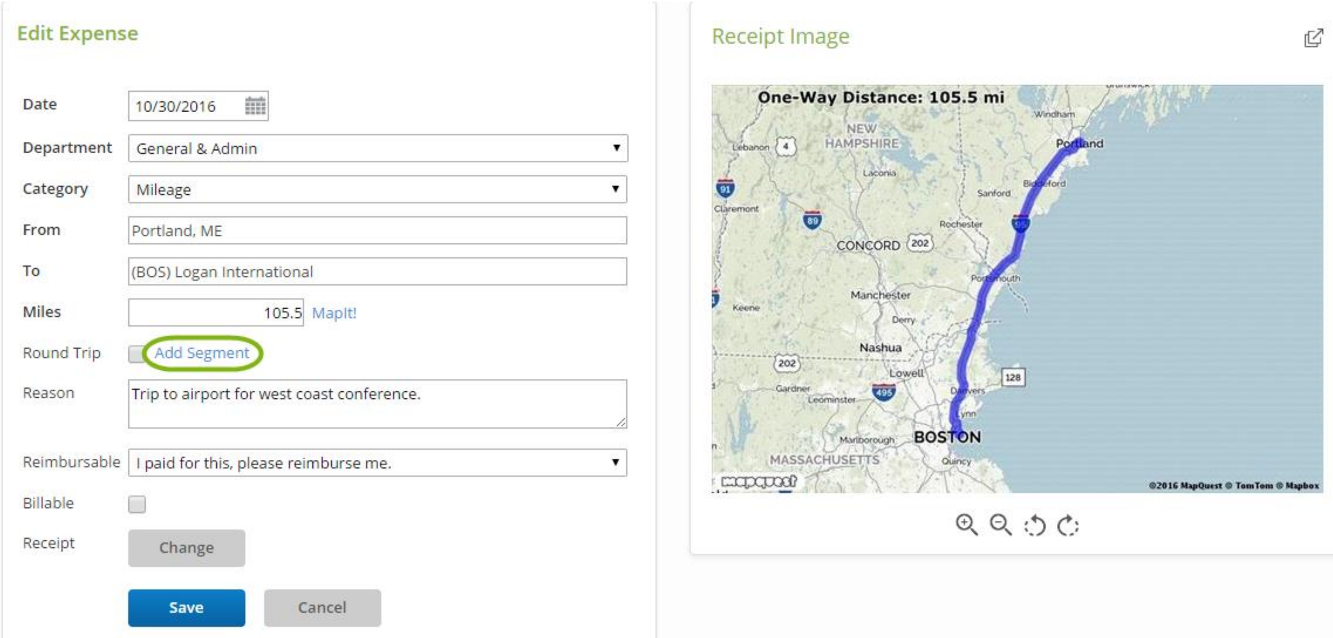
Segmented Trip

Step 1: In the **Add Expense** box below the expense report, enter the expense information and select the appropriate mileage expense **Category**.

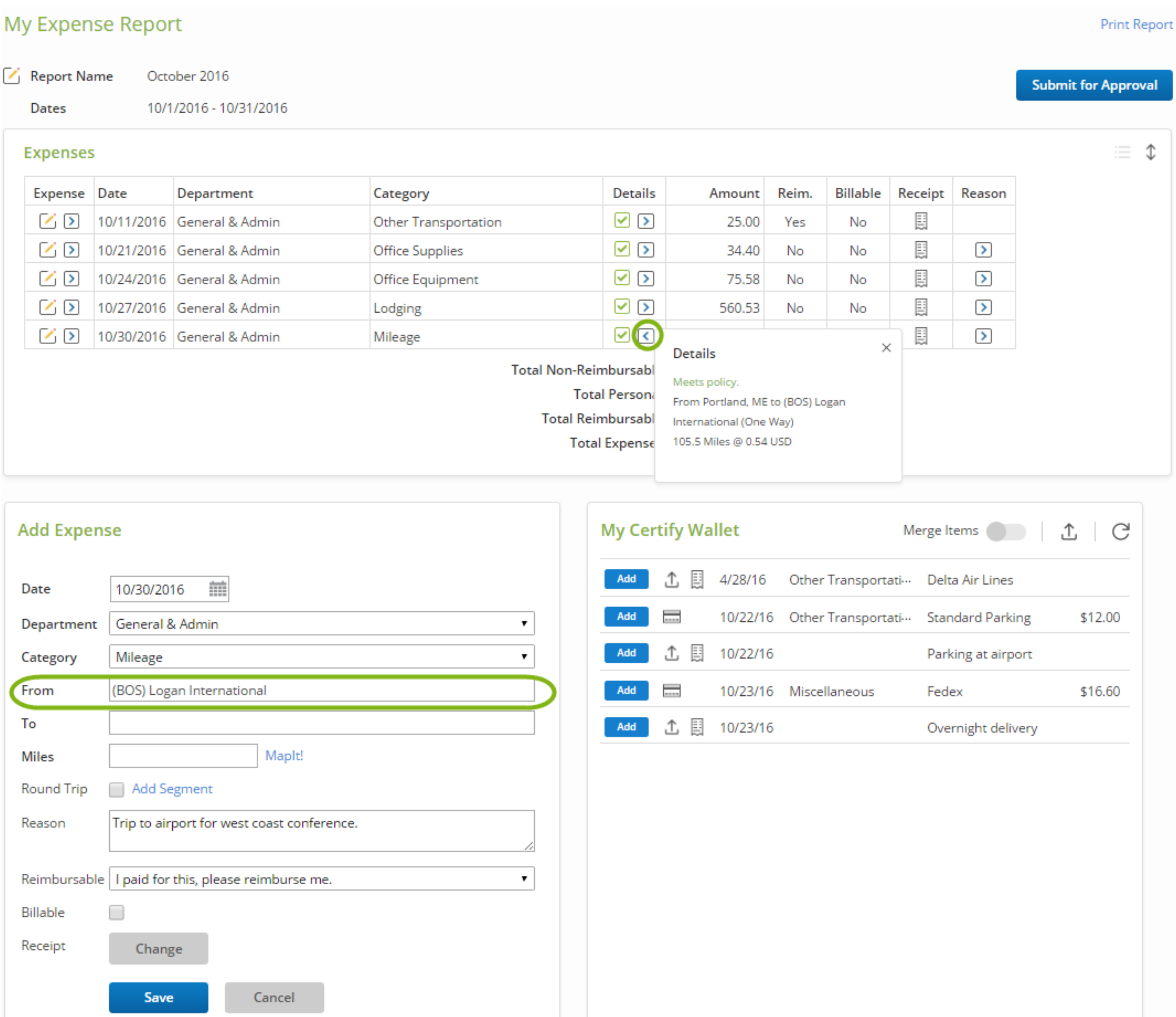


Step 2: When a mileage expense **Category** is selected, additional information is required. Enter the departure location in the **From** field, and the destination location in the **To** field. Select **Map it!** to have the mileage automatically calculated for you. Enter all remaining information in the fields provided, deselect **Round Trip**, and select **Add Segment** for a multi-stop trip.

Please Note: Your company may have configured your mileage categories to subtract your commuter distance from the Map It! mileage. Your commuter distance can be entered on the My Account page Commute Distance.



Step 3: The first segment of the trip will be added to the expense report and the expense information for the next segment of your trip will be partially completed in the **Add Expense** box. Enter the destination in the **To** field, select **Map It!,** and edit other details as needed. Select **Add Segment** to add another segment to your trip or click **Save** to complete the trip.

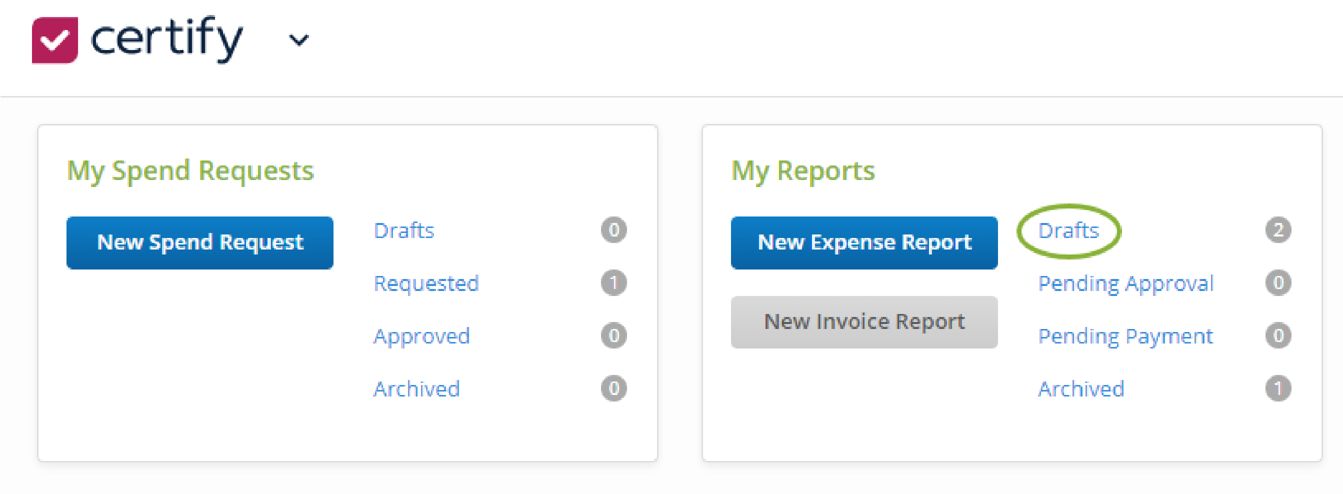


Mileage Expenses with Commuter Miles

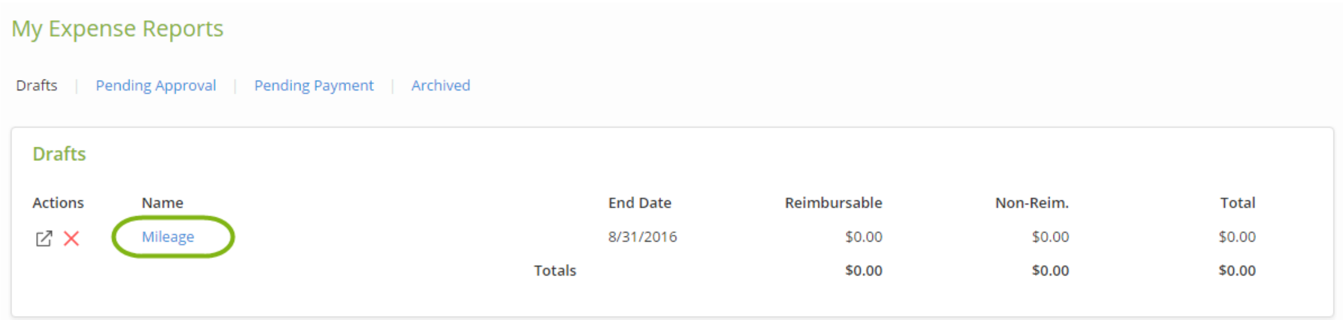
Commuter Mileage provides a way for Certify users to deduct their daily business commute from business-related mileage. Many of our Certify companies have a similar policy. This article shows you how to create a mileage expense with commuter mileage deduction.

Please see Adding Commute Distance to enter your one-way personal commute to your Certify Account.

Step 1: On your account homepage, under **My Expense Reports**, select **Drafts**.



Step 2: Under **My Expense Reports**, click the **Name** of the expense report you want to open.



Step 3: In the **Add Expense** box below the expense report, enter the expense information and select the appropriate mileage expense category. These will also be available when entering mileage via Certify Mobile.

If your company has **Commuter Mileage** configured, you will find *two* Mileage expense categories:

Mileage with Commute

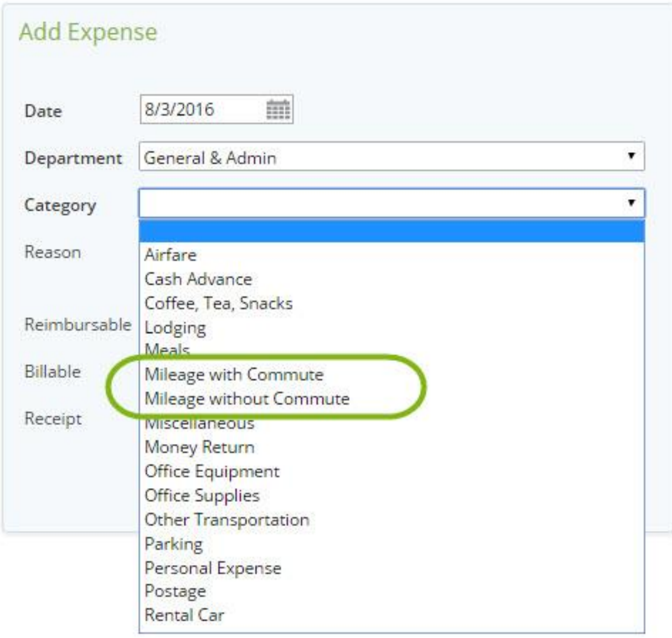
- The title may vary, such as *Commuter Mileage*, *Personal Commute*, or *To/From Home*

Mileage without Commute

- The title may vary, such as *Business Mileage* or *Regular Mileage.*

If you *started or ended at your home address* for either the round trip or this individual mileage segment, use **Mileage with Commute**.

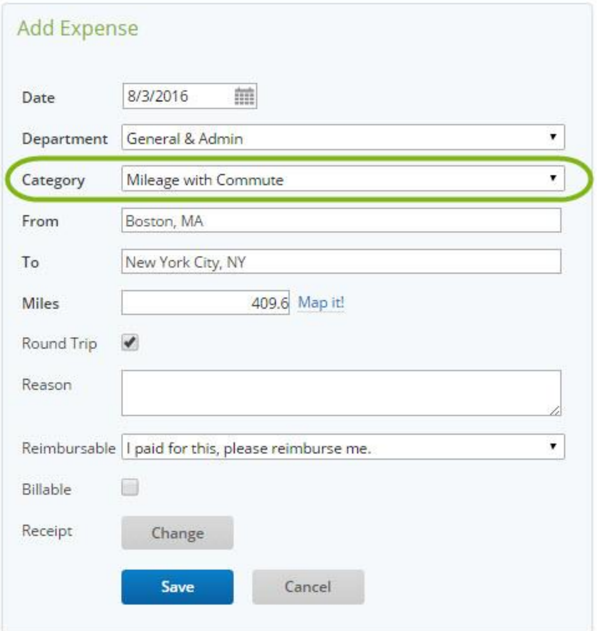
If you *did not start or end at your home address* for either the round trip or this individual mileage segment, use **Mileage without Commute**.

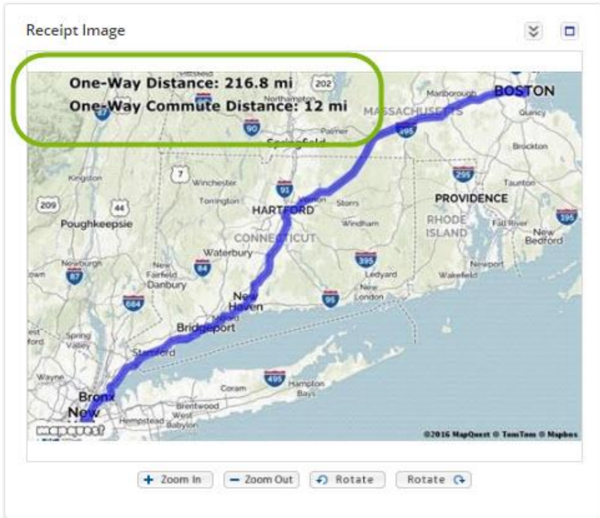


Step 4: When the mileage expense **Category** is selected, enter your **To** and **From** locations, and click **MapIt!** for your mileage.

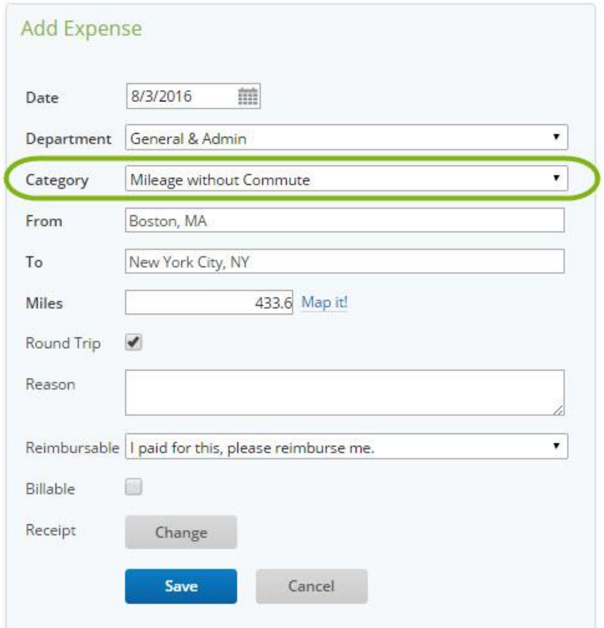
When using **Mileage with Commute**, Certify will deduct your commuter mileage automatically; both in the mileage calculation and on the map.

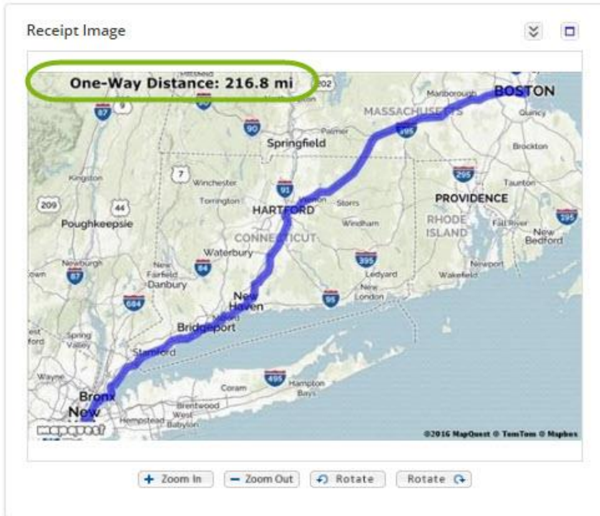
Please Note: *If your MapIt! calculated mileage is less than your personal commute distance, your commute distance* ***will not*** *be deducted and a zero reimbursement expense will be created. It is assumed you did not travel from your home to your place of employment in this case.*



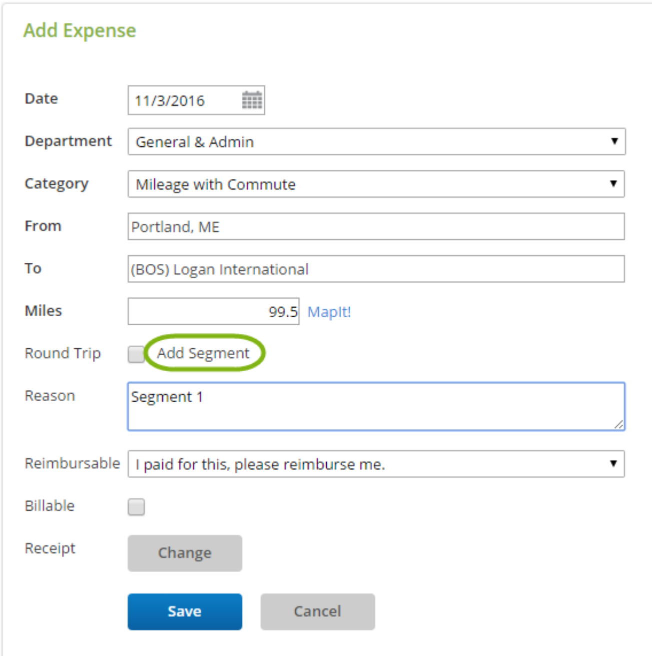


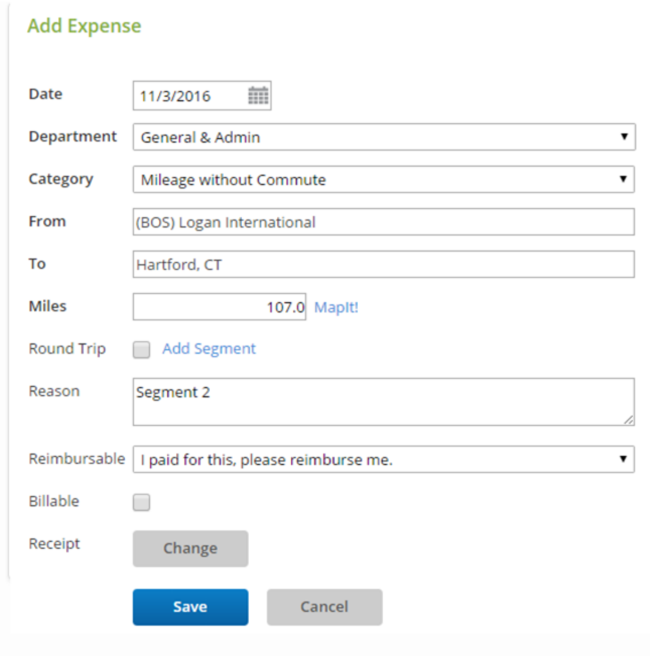
When using **Mileage without Commute**, Certify will not deduct your commuter mileage.





The **Add Segment** link will allow you to easily create segments with the correct expense categories. Your **To** location will autofill in the **From** section for your next Mileage segment.

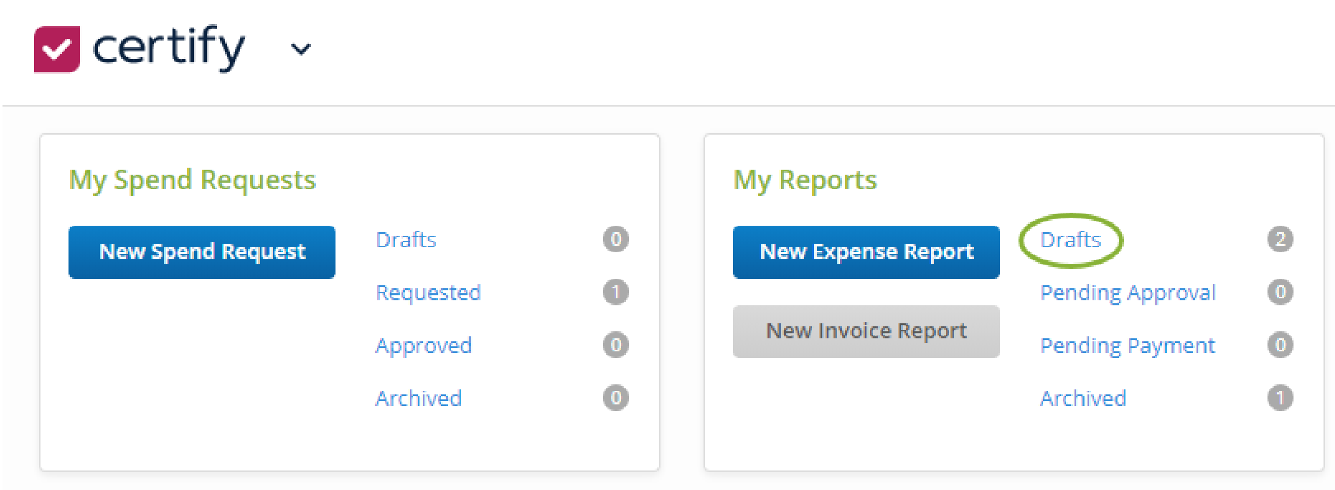




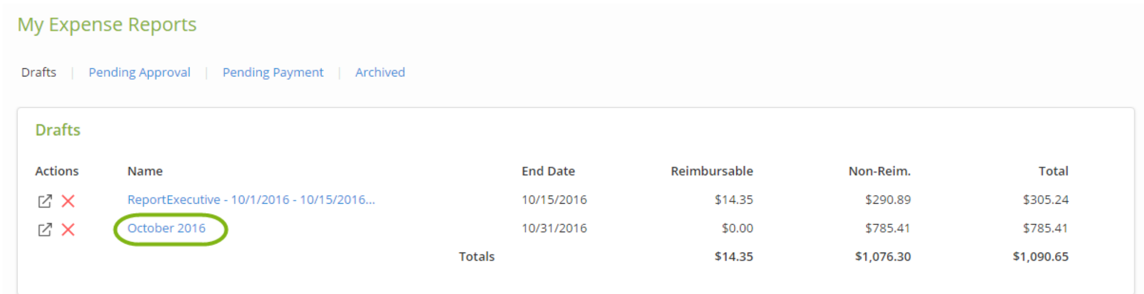
Merge Duplicate Credit Card Expense Lines in a Draft Report

Certify offers the option to **Merge** duplicate expense lines in a Draft expense report that have not already linked together. This article will show you how to Merge an expense in a Draft when one expense line is for the receipt, and the other expense line is the actual credit card transaction.

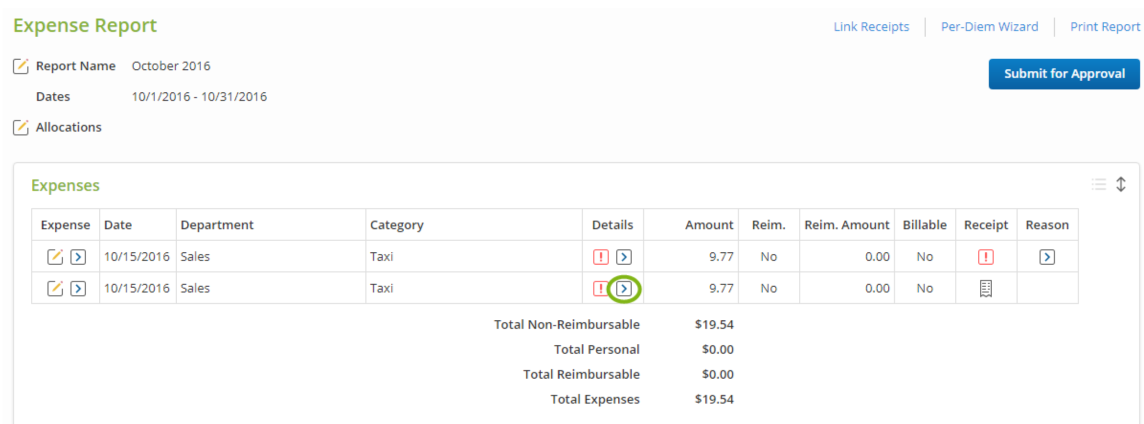
Step 1: On your account homepage, under **My Expense Reports**, click **Drafts**.



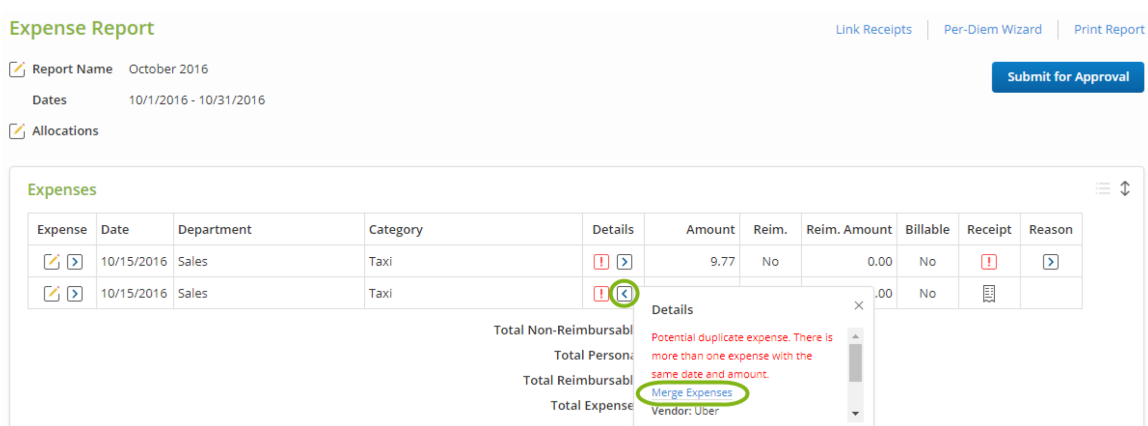
Step 2: Select the expense report you would like to open by clicking the expense report **Name**.



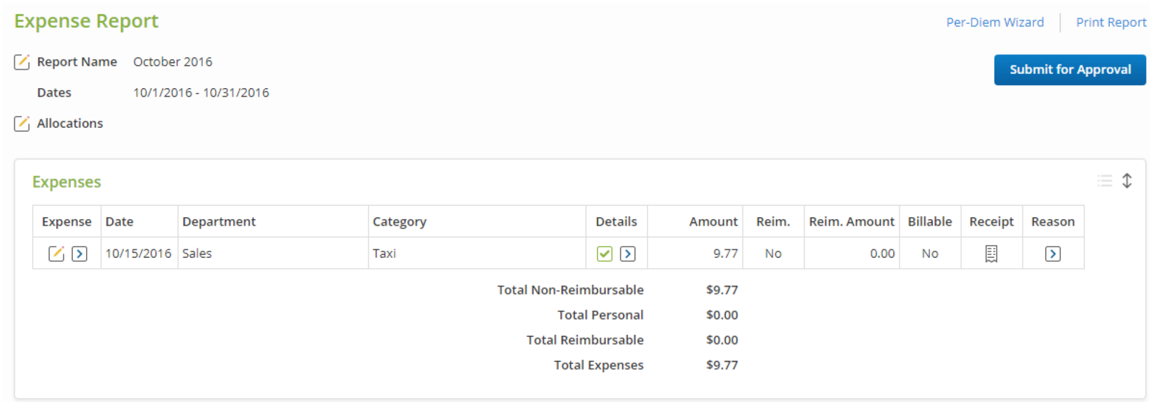
Step 3: Any expense lines with the same **Expense Date** and **Expense Amount** will be flagged as a potential duplicate expense. Open the **Details** column for more information.



Step 4: Click **Merge Expense** to combine both expenses in a single expense line. You can click the **Merge Expense** button from either expense line.



Once complete, one line will remain, combining the receipt and expense data for a single expense.

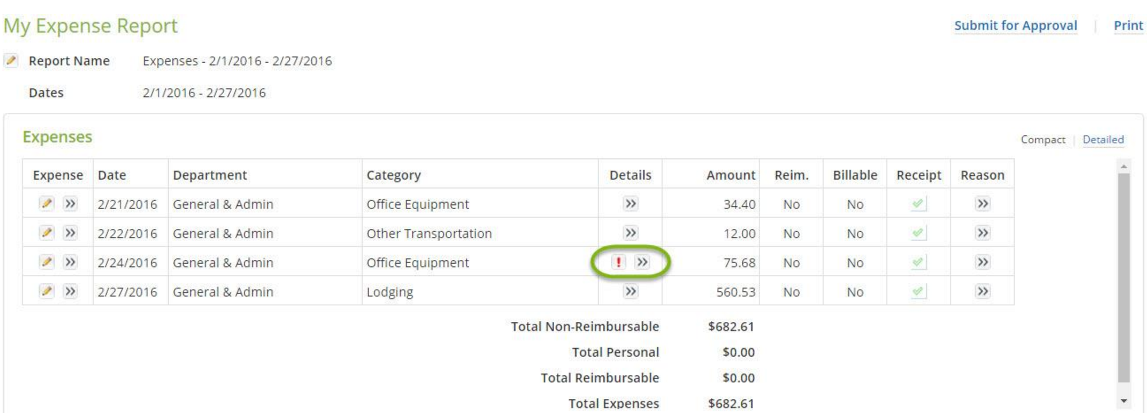


Potential Duplicate Expenses

Certify identifies and flags potential duplicate expenses as any past or current expenses having the **same date and amount**. Such expenses are indicated by a red exclamation mark in the **Details** column of the expense report. The red exclamation mark will provide a helpful link to review the potential duplicate.

Step 1: Click the **double arrows (>>)** button in the **Details** column of the report. The button will include a link to view the past expense report containing the other potential duplicate expense line.

Please Note: a link will not appear if the potential duplicate expense is on the same expense report.

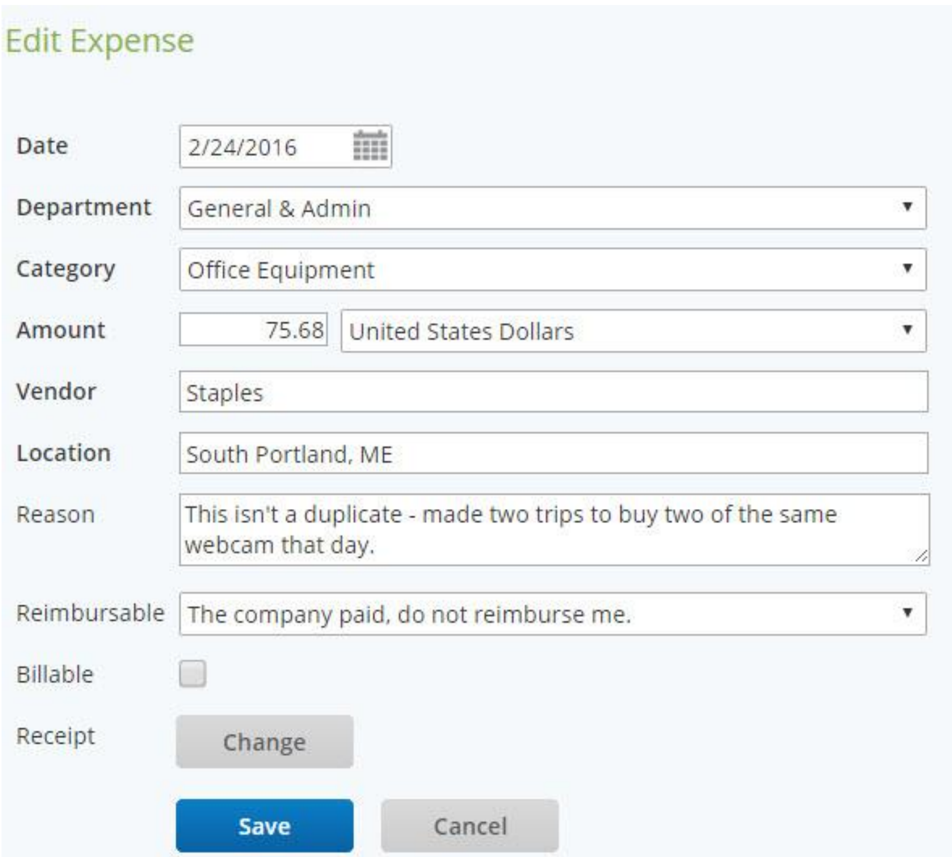


Step 2: Review the potential duplicate by using the **View Potential Duplicate** link. The link will bring you to the past report, with the potential duplicate highlighted.

Expenses

Status	Date	Category	Details	Amount	Reim	Reim Amt	Billable	Receipt	Reason
Approved	2/16/2016	Mileage with Commute	»	102.92	Yes	102.92	No		»
Approved	2/21/2016	Office Supplies	»	34.59	No	0.00	No		»
Approved	2/22/2016	Other Transportation	»	12.53	No	0.00	No		»
Approved	2/22/2016	Other Transportation	»	25.00	Yes	25.00	No		»
Approved	2/24/2016	Office Equipment	»	75.68	No	0.00	No		»

Step 3: If the current expense is not a duplicate, it may be helpful to add a note in the **Reason** field as the red flag will stay on the expense report.



Step 4: If the current expense is a duplicate, use the **Other Actions** button and select **Delete Expense** from the report.

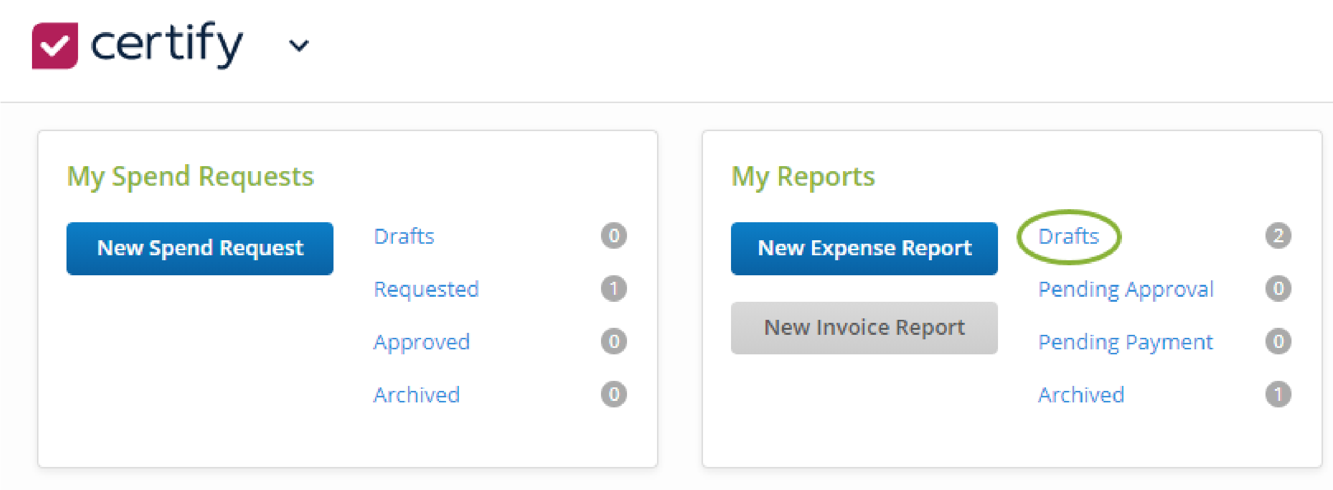
Multiple Currencies

Certify provides a currency conversion feature that allows you to report expenses in a foreign currency and have the expense amounts converted to your default currency. This article shows you how to report expenses in foreign currency.

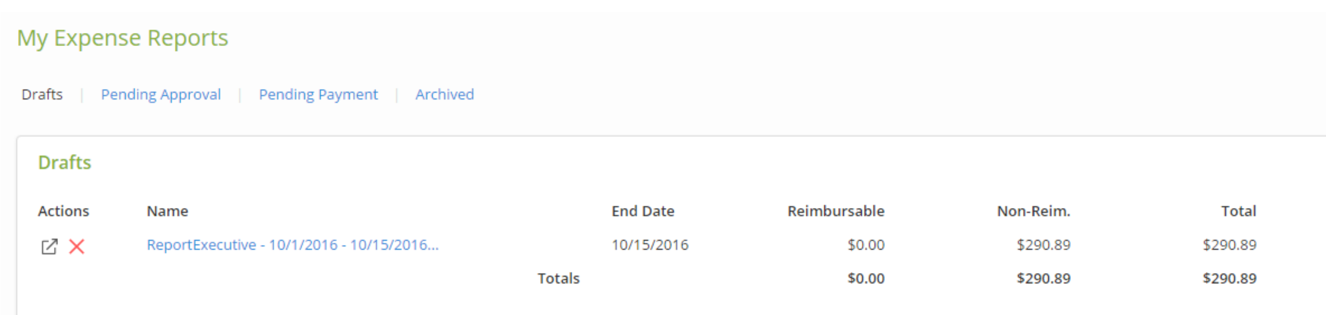
Certify pulls the FOREX data from SIX Financial, the Swiss operator of Europe's most important independent financial exchange. SIX compiles foreign exchange rates sourced from banks worldwide.

Please Note: *To enable multiple currencies for your account, please see our **Configuring Multiple Currencies** article.*

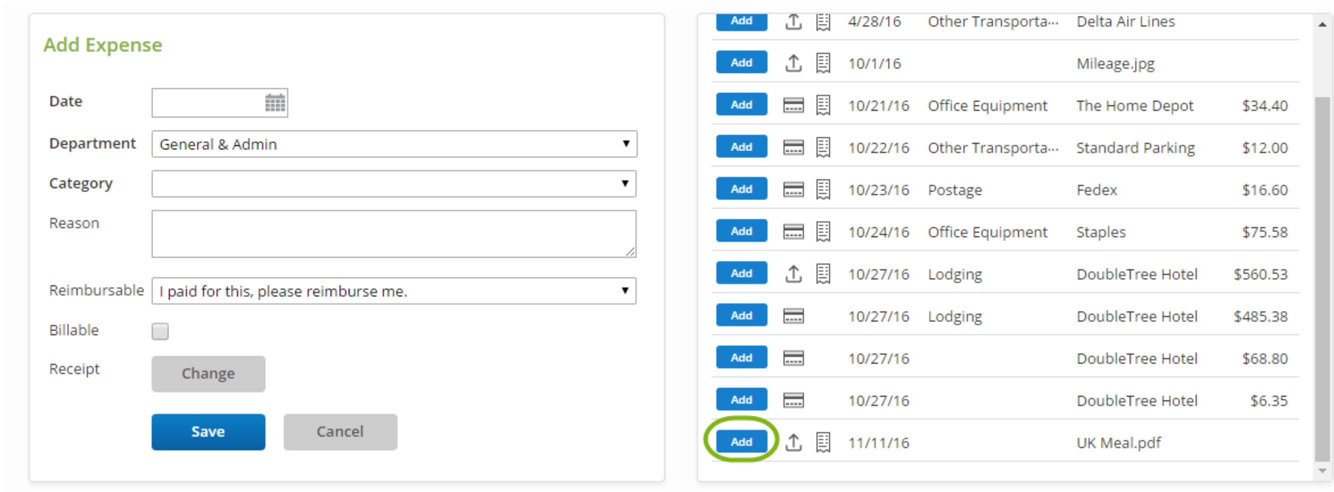
Step 1: On your account homepage, under **My Expense Reports**, select **Drafts**.



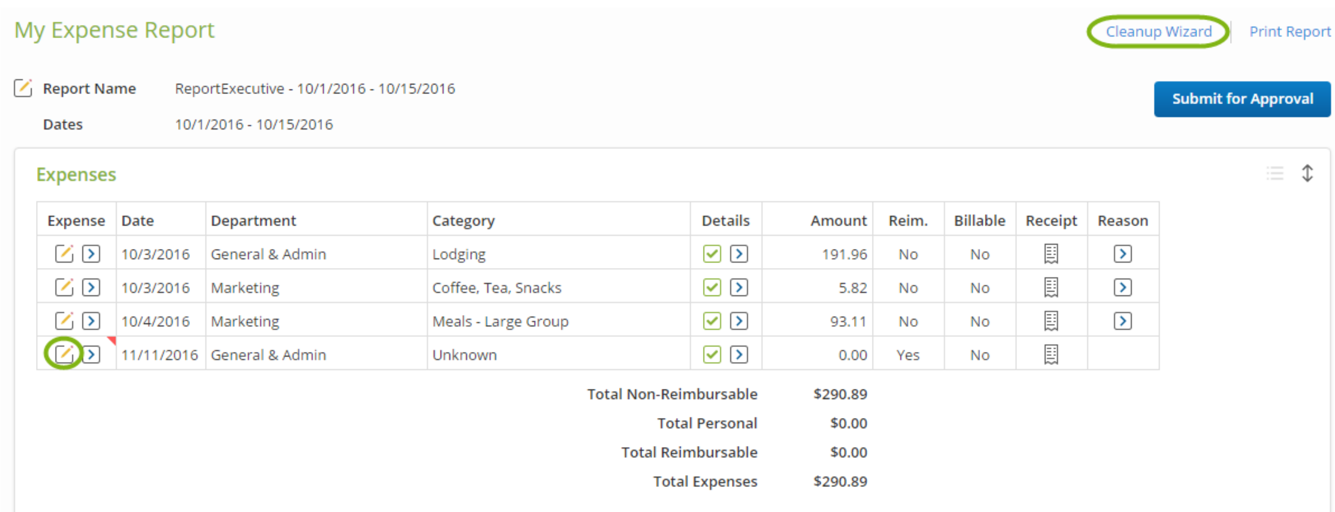
Step 2: Under **My Expense Reports,** select the **Name** of the expense report you want to open.



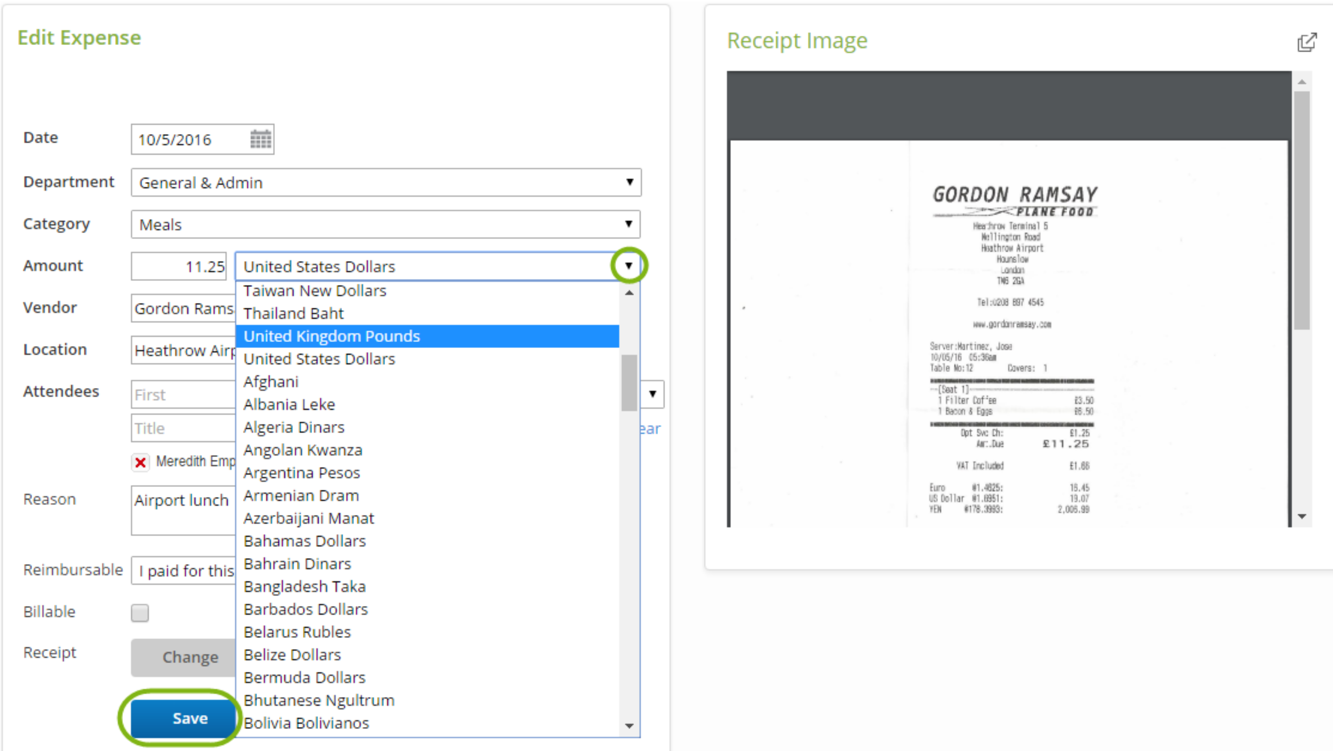
Step 3: Under **My Certify Wallet**, open the receipt you would like to add to your report by clicking **Add** next to the receipt name.



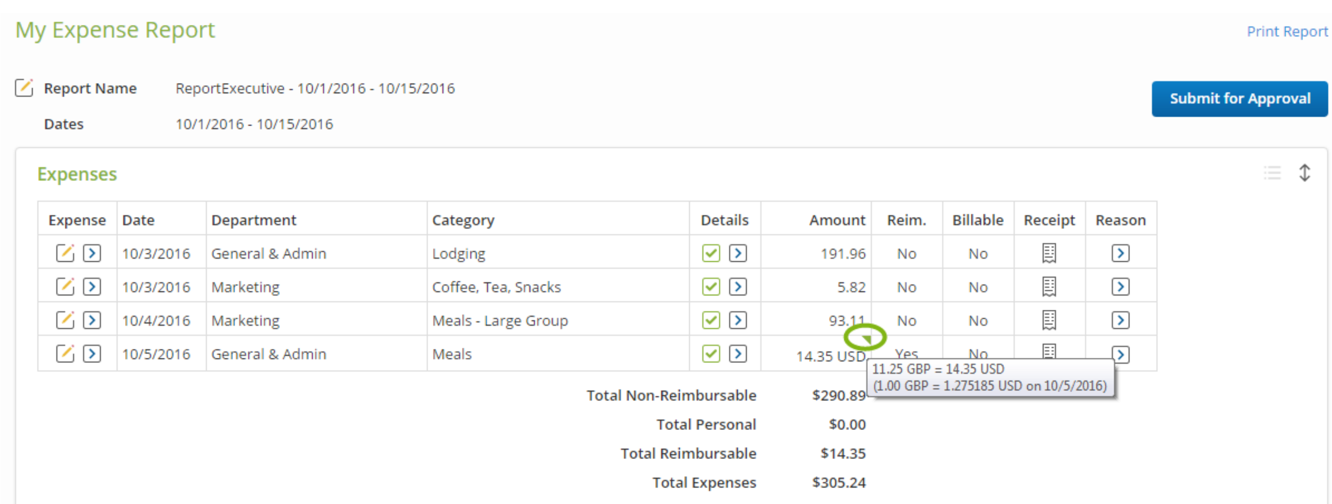
Step 4: Click **Edit** or use the **Cleanup Wizard** to open the new expense line and enter the applicable details.



Step 5: Select the appropriate currency in the dropdown. Click **Save** when you are finished with all of the expense details.



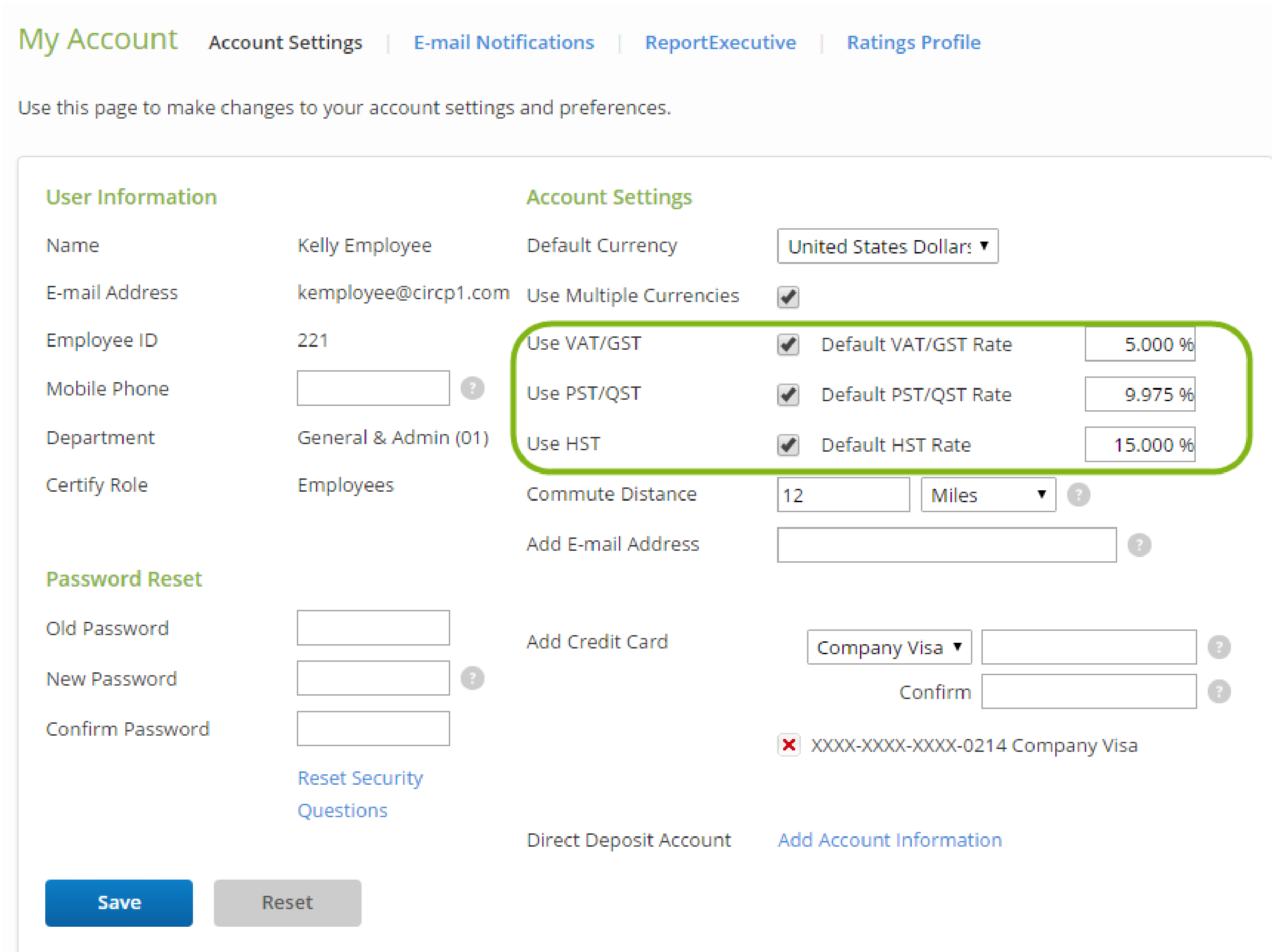
Step 6: View the conversion rate by hovering your cursor over the green triangle next to the expense amount.



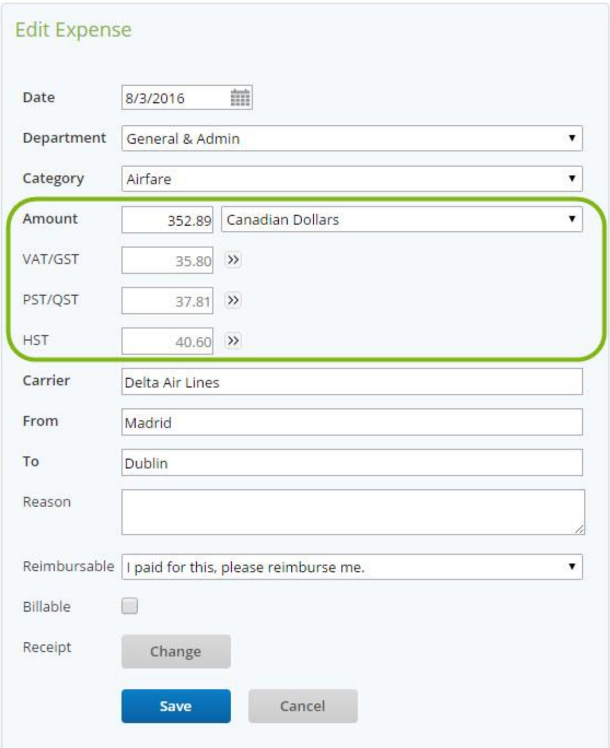
Entering Special Taxes

Certify offers the ability to calculate and report amounts for various ‘Value Added Tax’ in countries where these taxes are used. Examples include the VAT taxes used in Europe and the various PST/QST/HST taxes applied in Canada. This article will show you how to create an expense line using special taxes.

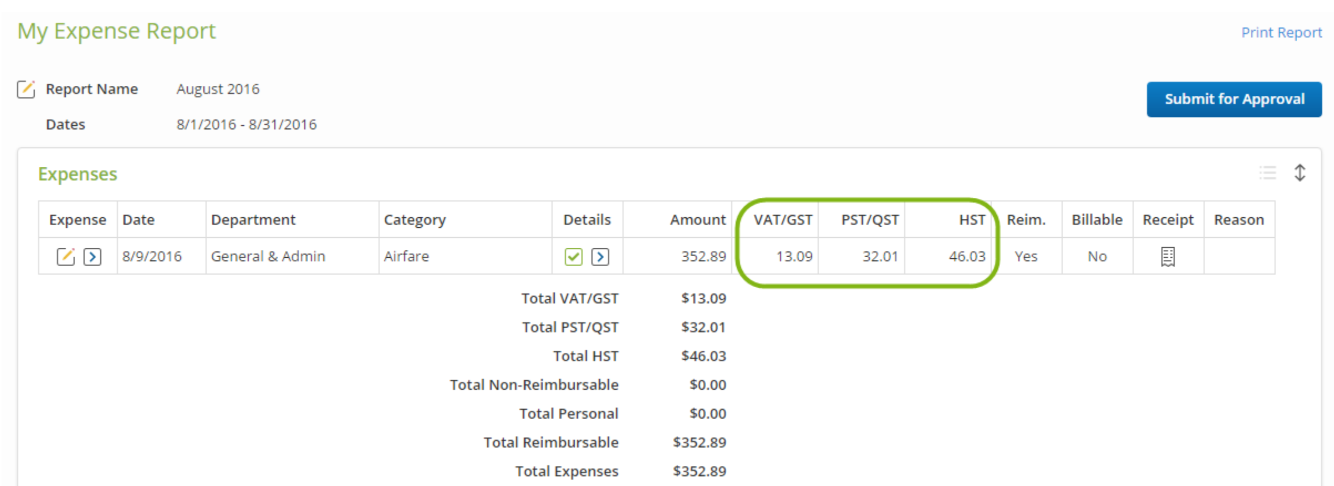
Step 1: Configure special taxes in your **My Account** tab to activate and enter applicable tax rates.



Step 2: While entering your expense details, enter the **Amount**. Automatically, Certify will calculate the applicable tax rates based on the percentages entered in your **My Account** tab.



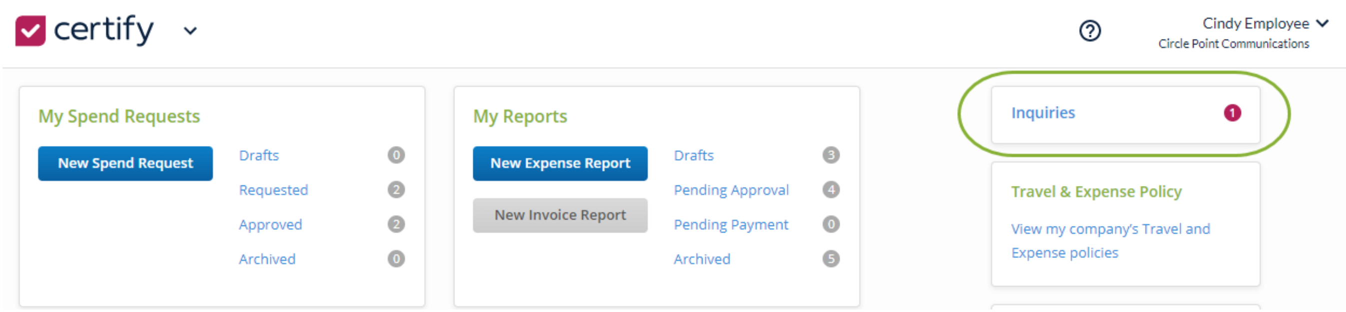
Step 4: Save the expense. When saved, the expense report will expand with new columns to detail the tax rates.



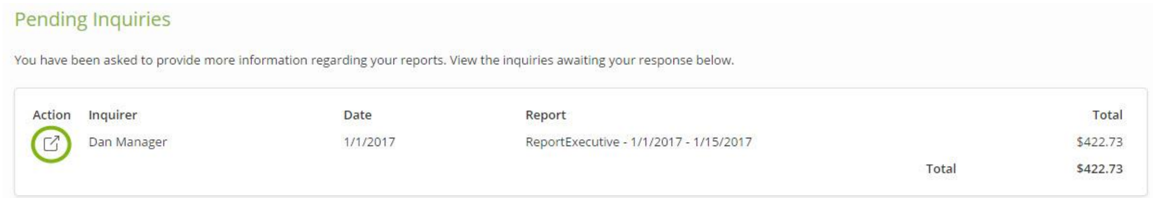
Replying to an Inquiry

Managers can send an **Inquiry** on an expense line if they have a question about an expense, or if an expense needs to be edited. If an inquiry is sent by your manager, you will receive an email. This article shows you how to reply to a pending expense inquiry.

Step 1: When you log into your Certify account, you will be automatically prompted to address any pending inquiries. If you go past this screen, you can open a pending inquiry by clicking the red exclamation mark under **My Expense Reports**, next to **Pending Approval**.

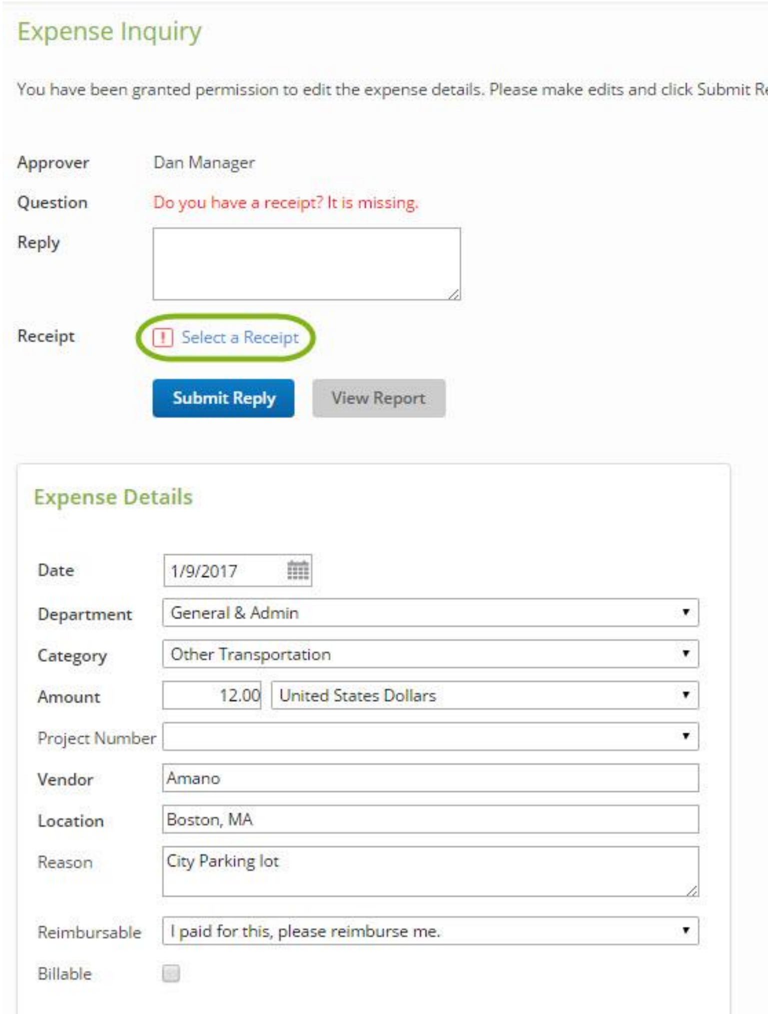


Step 2: Select the **Open** icon.

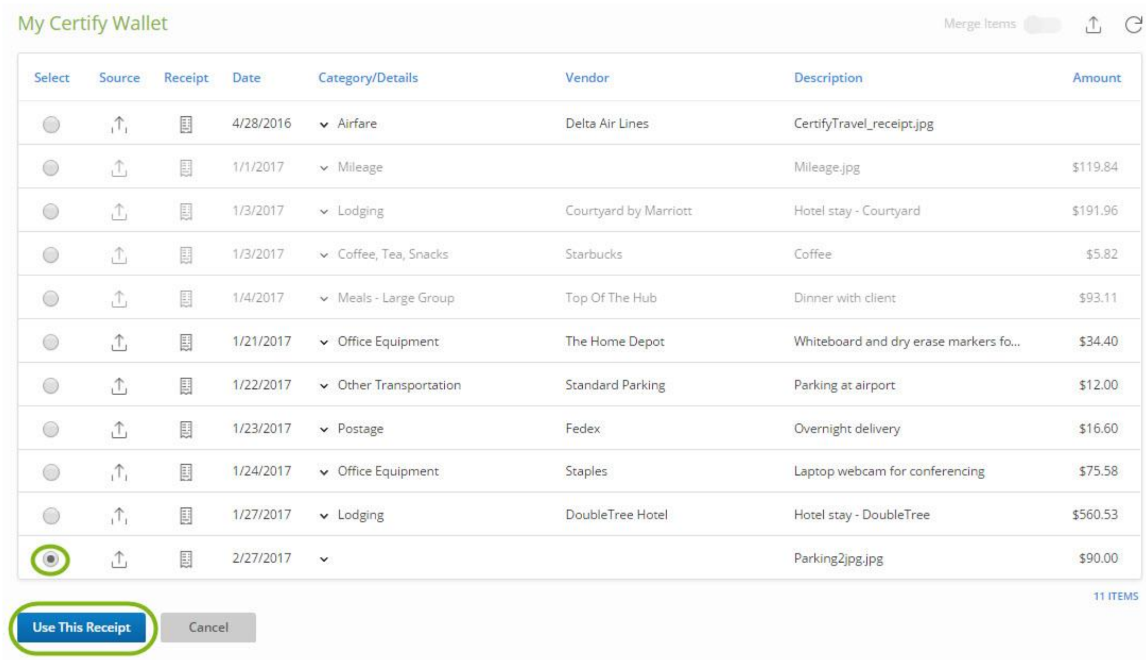


Step 3: Review the inquiry, and enter a **Reply** in the field provided. Your manager may have also granted you permissions to edit the expense or change a receipt as needed.

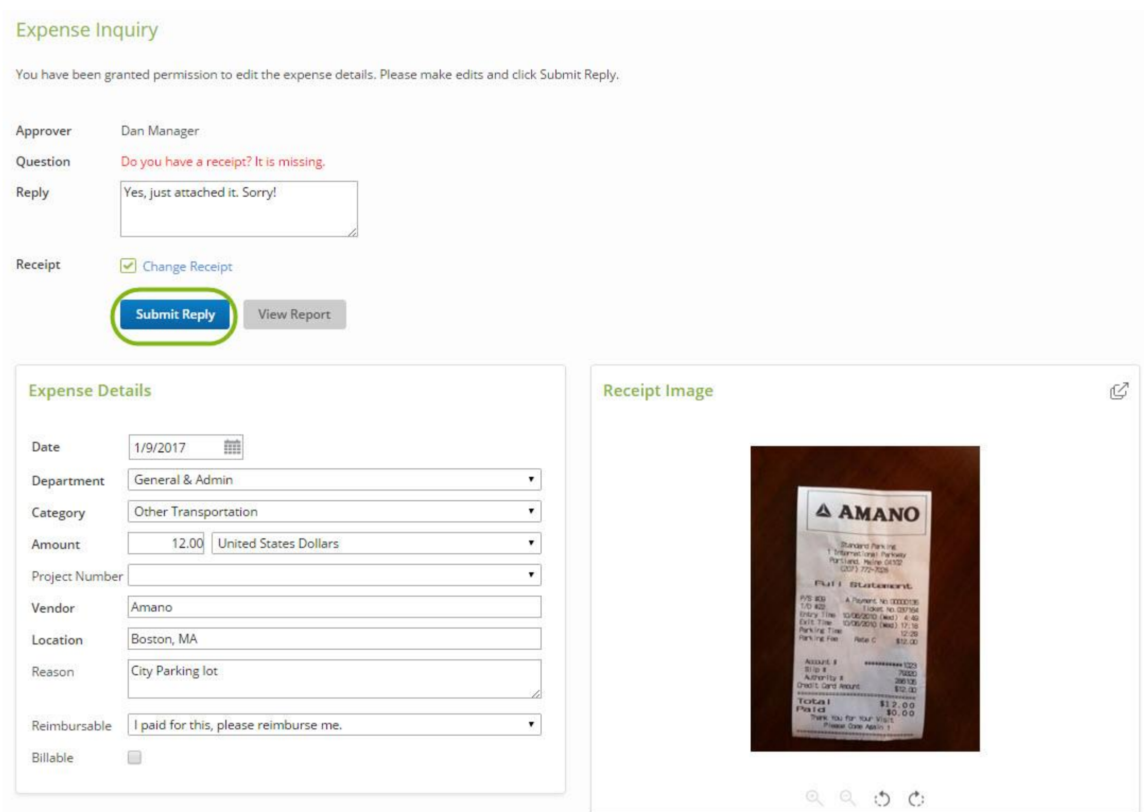
To change or select a receipt attached to an expense, select **Change Receipt** or **Select Receipt** below the text box.



In your Certify Wallet, select the correct receipt, then click **Use this Receipt.**



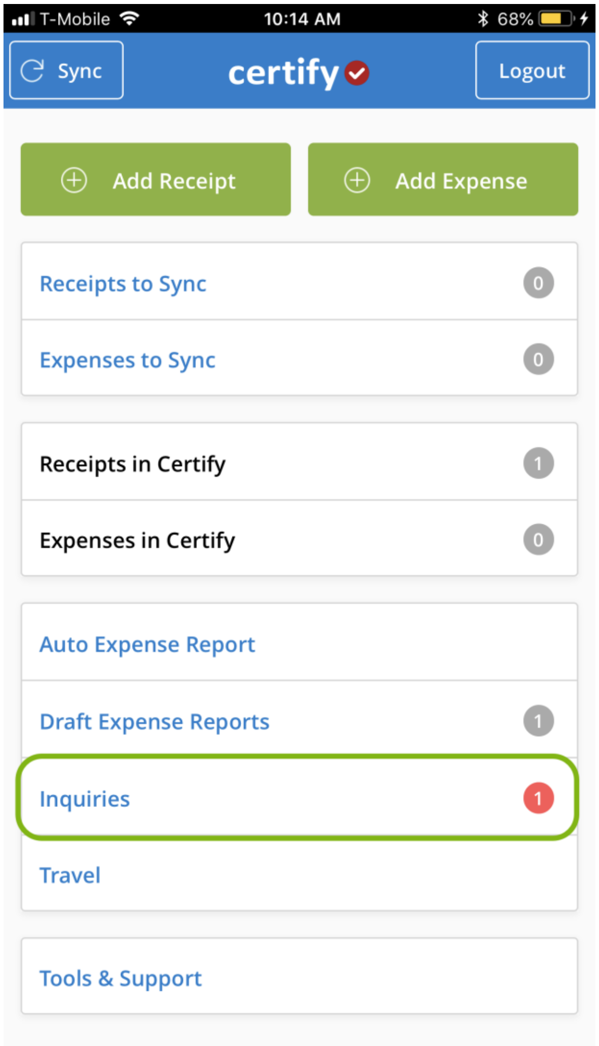
Step 4: When you have finished entering your reply, click **Submit Reply** to send your response back to your manager. The expense report will then automatically be resubmitted for approval.



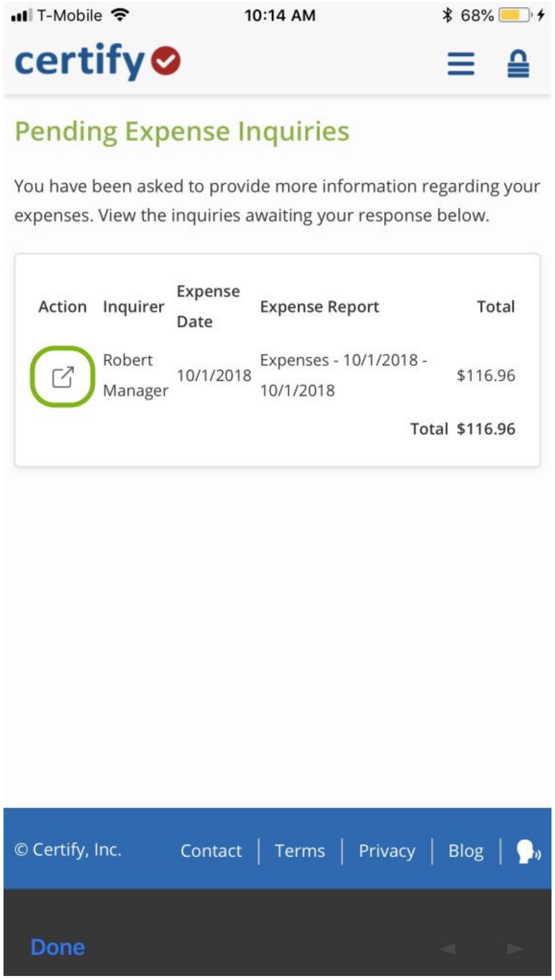
Mobile Reply to an Inquiry

Certify allows you to create, edit, and submit an expense report right from the Certify Mobile app. This article shows you how to reply to a pending expense inquiry using Certify Mobile.

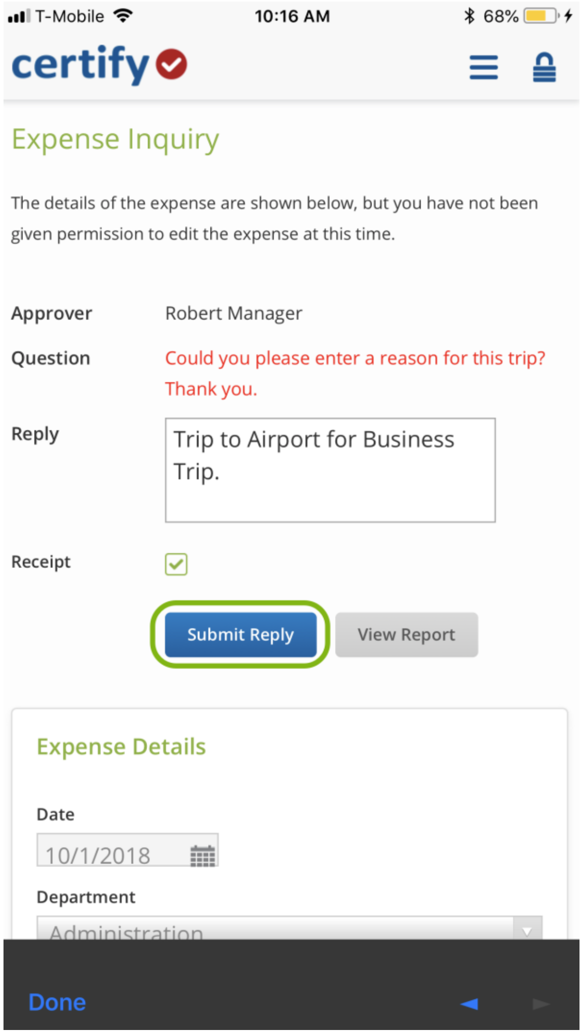
Step 1: On your Certify Mobile homescreen, tap **Inquiries**.



Step 2: On the next screen, you will see a list of pending expense inquiries from your manager. Tap one of the inquiries under the **Action** column to view and add a reply.



Step 3: Review the inquiry asked by your manager, and enter a reply in the **Reply** text field. Your manager may have also granted you permissions to edit the expense or change a receipt as needed. Scroll down to review and/or make edits to the expense details.

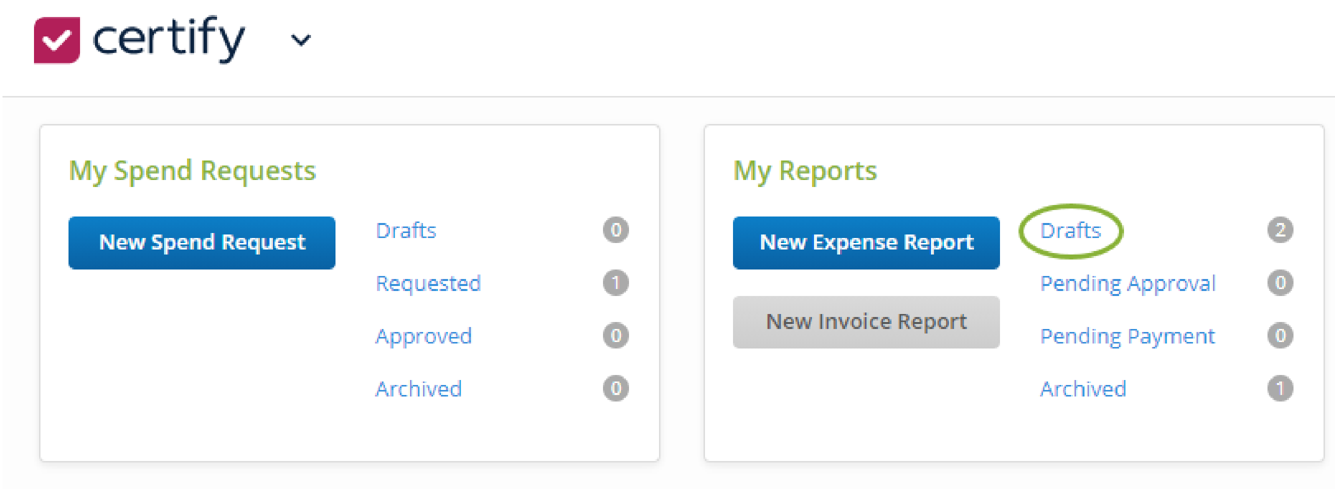


Step 4: When you have finished review and responding to your inquiries, tap **Submit Reply**.

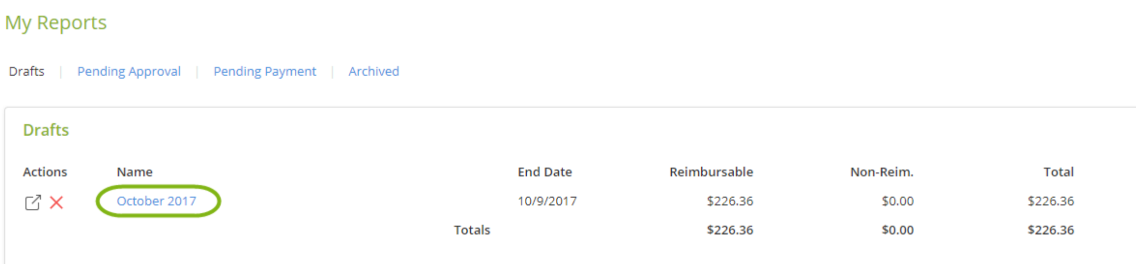
Submitting an Expense Report

After creating and editing a new expense report, it will need to be submitted for approval. This article shows you how to submit an expense report for approval.

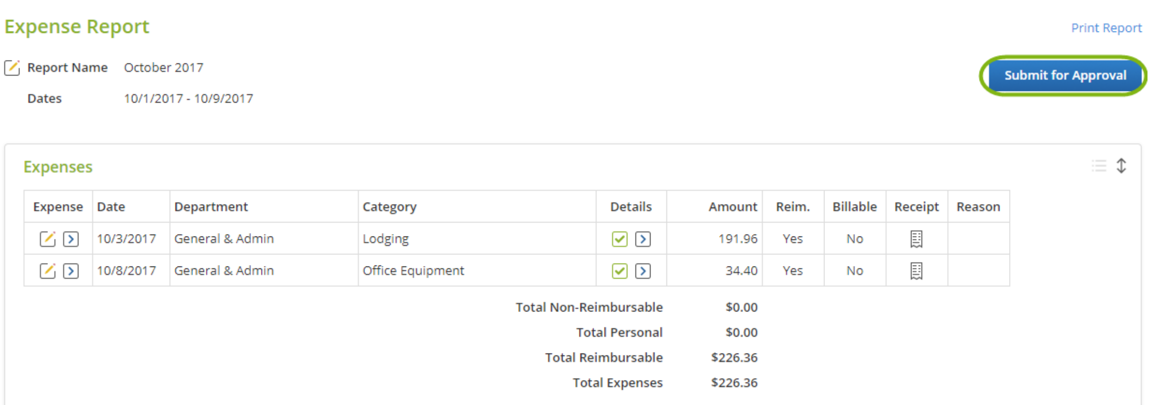
Step 1: Start with your expense report open, or select **Drafts** on your account home page.



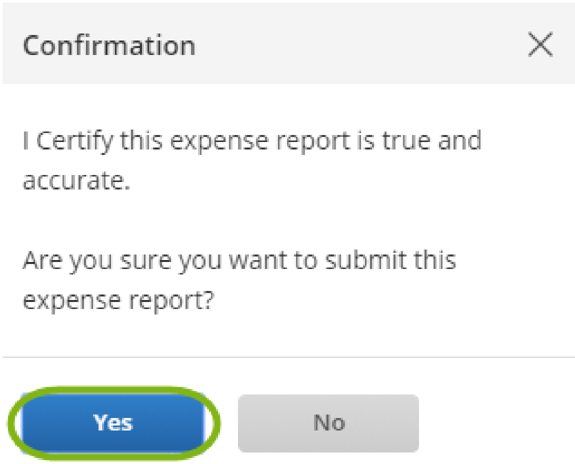
Step 2: Select the **Name** of the expense report you want to open.



Step 3: After your final review and edits, click **Submit for Approval** in the upper right-hand corner.

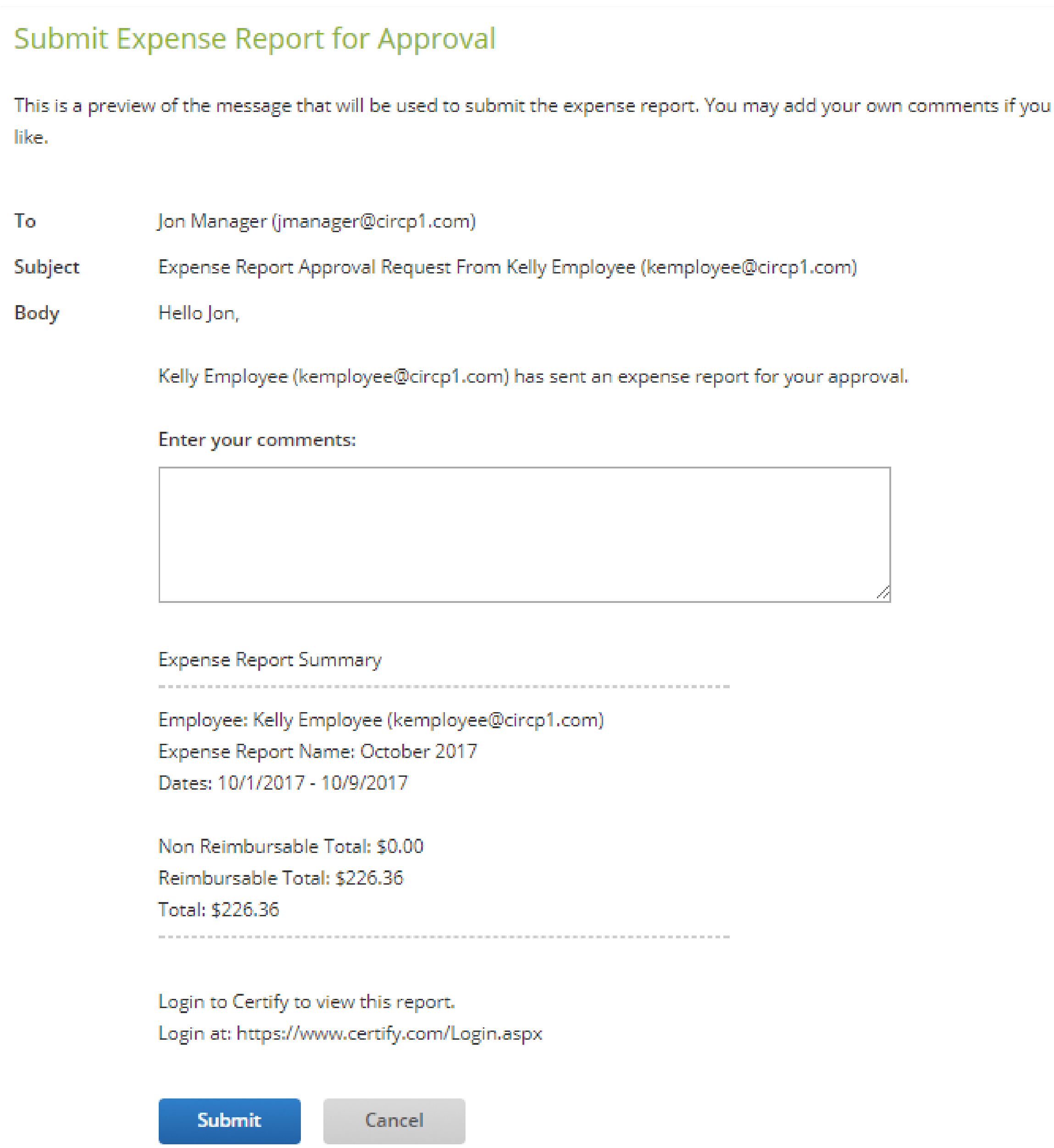


Step 4: Click **Yes** in the next window.

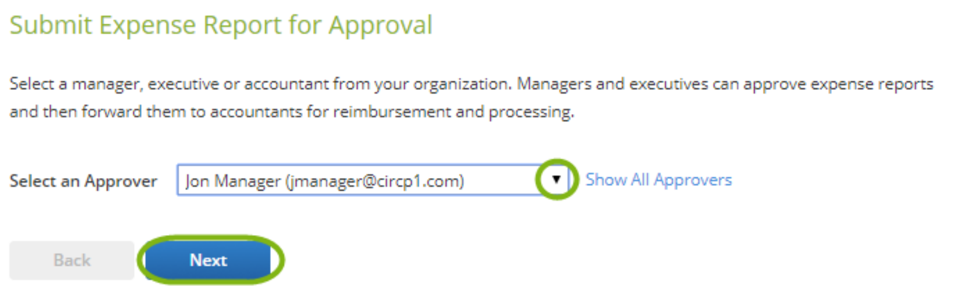


Step 5: Dependent on your company's workflow configuration, you will do one of the following:

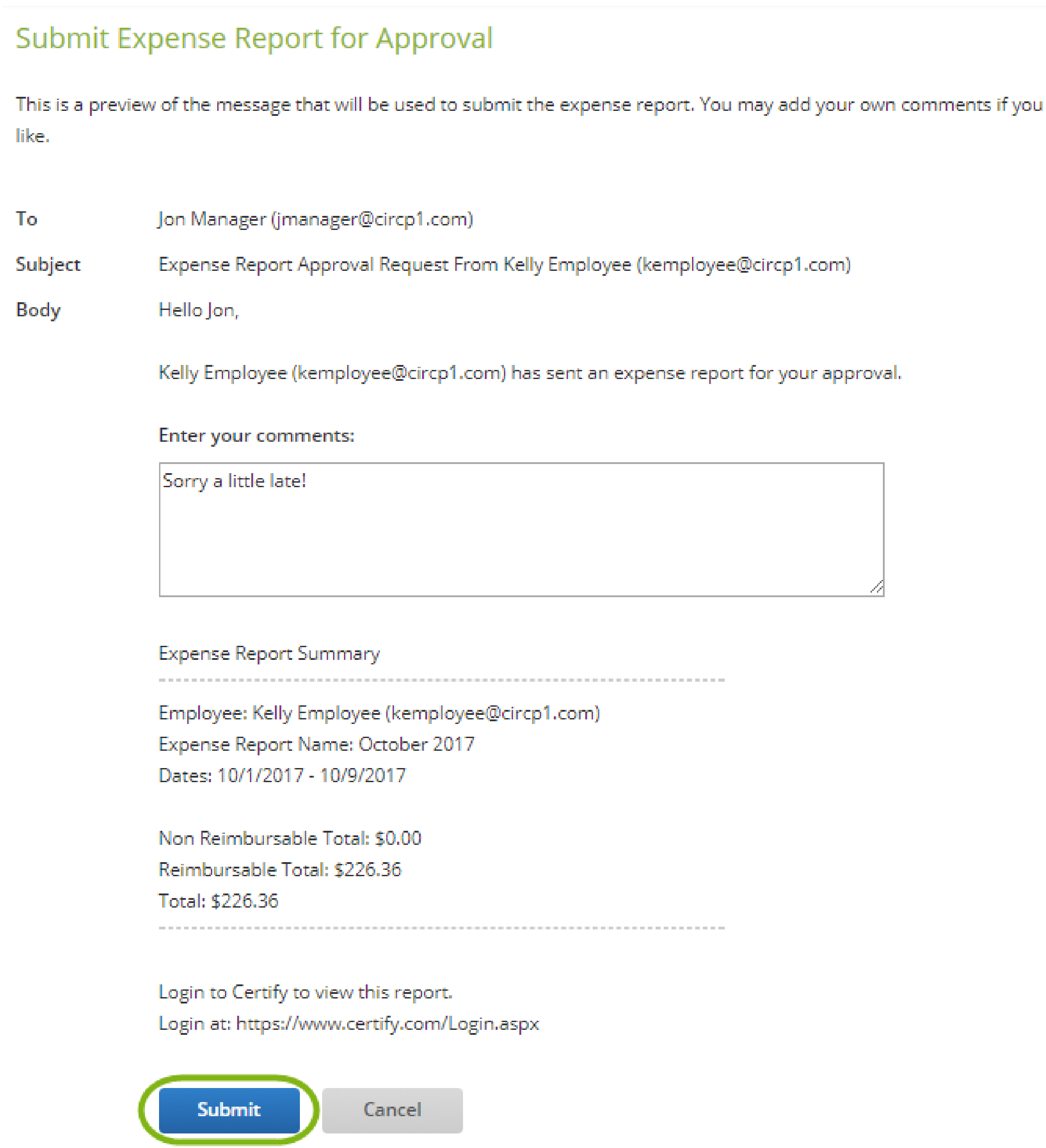
- **Step 5a: View** the approver that has been pre-assigned, and who will receive your expense report next; **or**



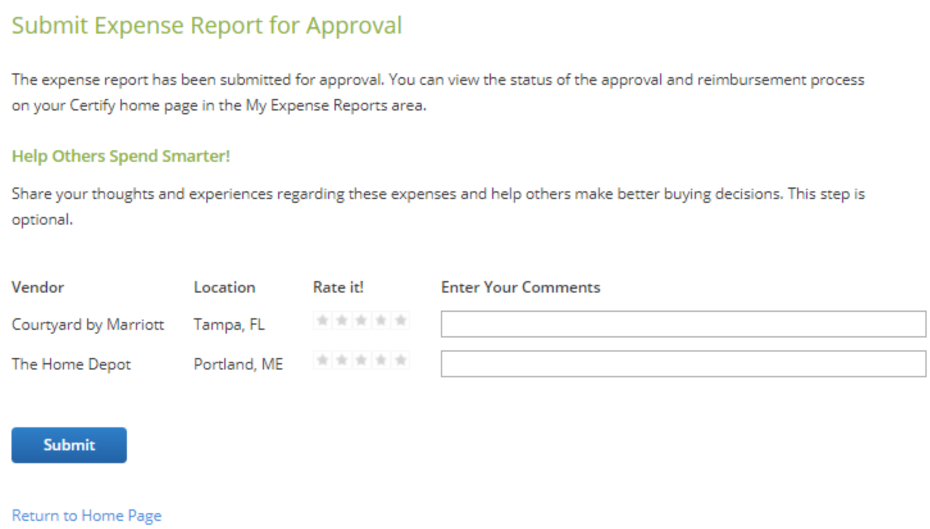
- **Step 5b: Enter** the approver by clicking in the search box. Click **Next**.



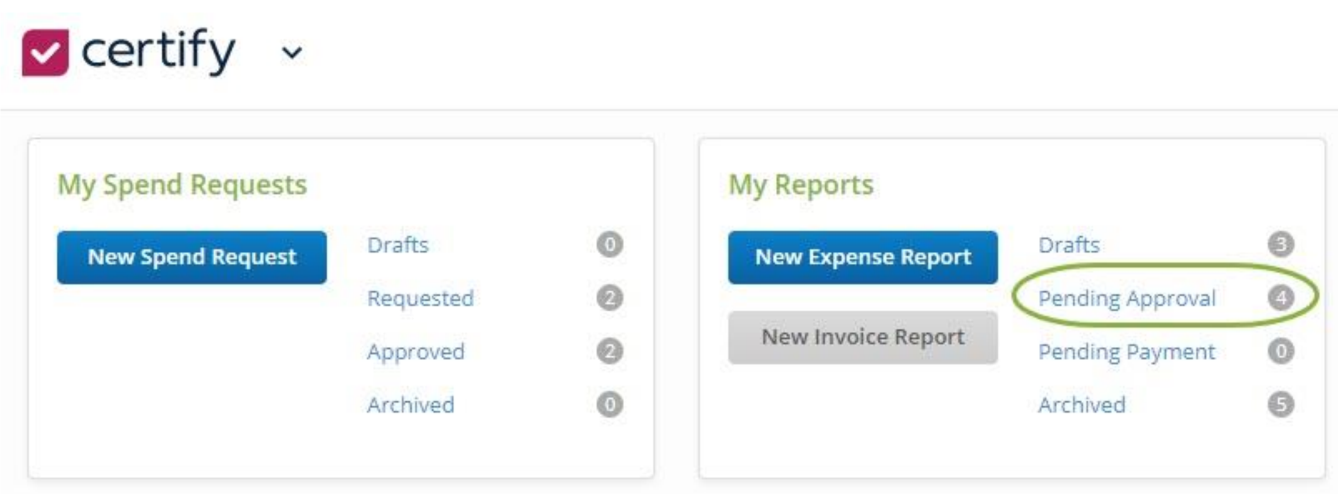
Step 6: Enter any extra comments, and click **Submit**.



After submitting your expense report, you have the option to rate and comment on your vendors using **SpendSmart**.



You will find expense report workflow updates within the **Pending Approval** section of your **My Reports** box.



My Expense Reports Box

Expense Report Status

After an expense report is submitted, it must go through an approval workflow before it can be processed and reimbursed.

There are four expense report status types:

Draft: A report that has not yet been submitted for approval
Pending Approval: A report that has been submitted and is waiting for approver actions
Pending Payment: A report that has been approved and fully processed, but reimbursement has not yet been received

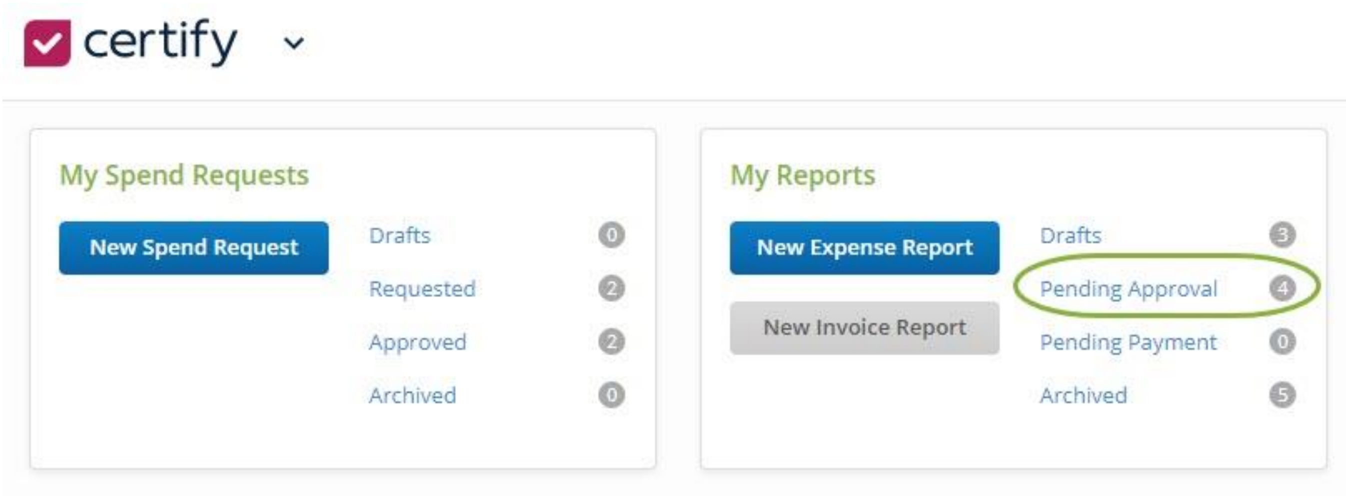
Archived: A report that has been approved, processed, and reimbursed, that has been moved to the **Archived** folder for permanent storage

These categories reflect the flow of the expense report process in Certify. An expense report that is currently being created, or that is completed but not yet submitted, is in **Draft** status. Once it has been submitted, the status changes to **Pending Approval**. When the report is processed and you are awaiting reimbursement, the report status changes to **Pending Payment**. When you have received a reimbursement for an expense report, you are prompted to mark the report as paid, and the report is then **Archived**.

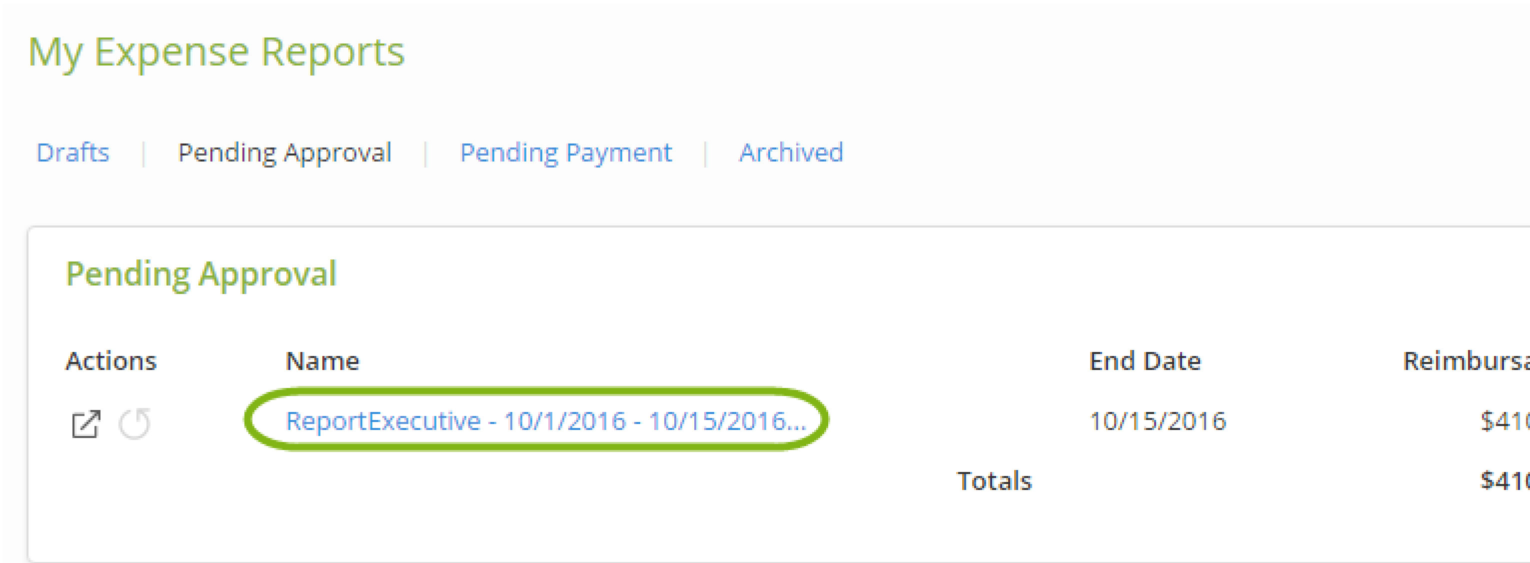
Please Note: *From time to time, an expense report you submitted may have been approved and processed with a disapproved expense line. When this happens, you may access the processed expense report and copy the disapproved receipt and save it to your Certify Wallet. To do so, select **Pending Payment**, then the **Name** of expense report you want to access. On the disapproved expense line, click the red (plus) icon. A popup window will be displayed, asking you to confirm receipt copy creation; click **Yes** to continue.*

Expense Report Approval History

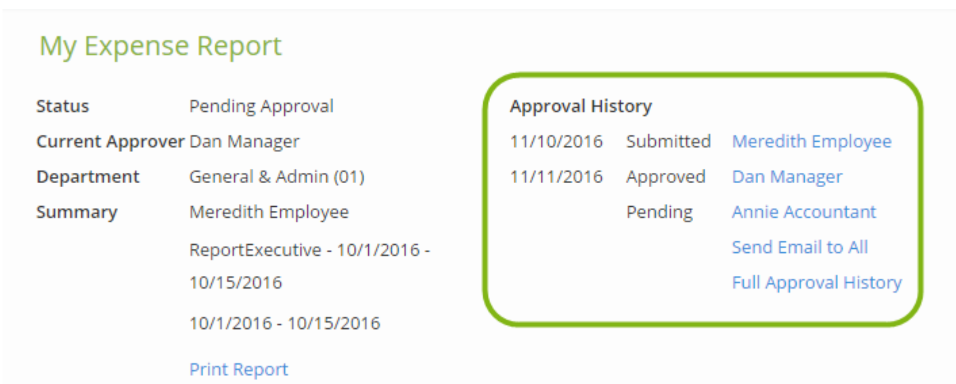
Step 1: On your account homepage, under the **My Expense Reports** area, select an expense report status from the options provided.



Step 2: Select an expense report **Name**.



Step 3: On the **My Expense Report** page, you can view the full history of the expense report approval activity under **Approval History**.



Step 4: Click **Full Approval History** to view all approval activity details for the expense report.

Full Approval History

Expense Report Name

ReportExecutive - 10/1/2016 - 10/15/2016

Expense Report Approval Details

11/10/2016	Submitted	Meredith Employee
11/11/2016	Approved	Dan Manager
	Pending	Annie Accountant

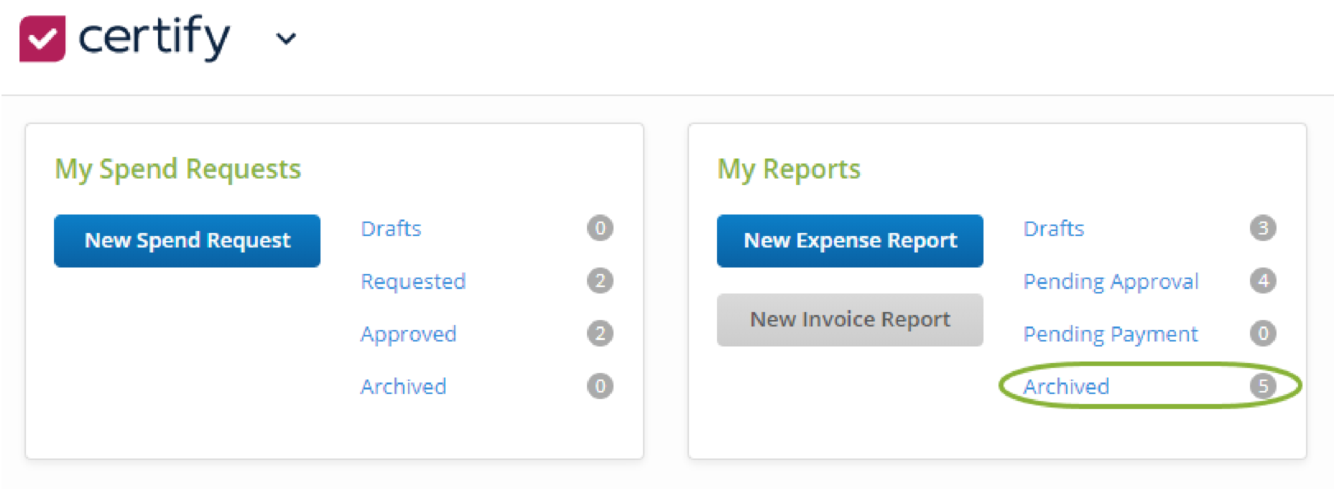
Expense Approval Details

Approver	Action	Expense Category	Expense Date	Amount	Currency
Dan Manager (dmanager@circp1.com)	Approved	Lodging	10/3/2016	192.11	USD
	Approved	Coffee, Tea, Snacks	10/3/2016	6.08	USD
	Approved	Meals - Large Group	10/4/2016	93.37	USD
	Approved	Mileage	10/1/2016	119.94	USD
Annie Accountant (aaccountant@circp1.com)	Approved	Lodging	10/3/2016	192.11	USD
	Approved	Coffee, Tea, Snacks	10/3/2016	6.08	USD
	Approved	Meals - Large Group	10/4/2016	93.37	USD
	Approved	Mileage	10/1/2016	119.94	USD

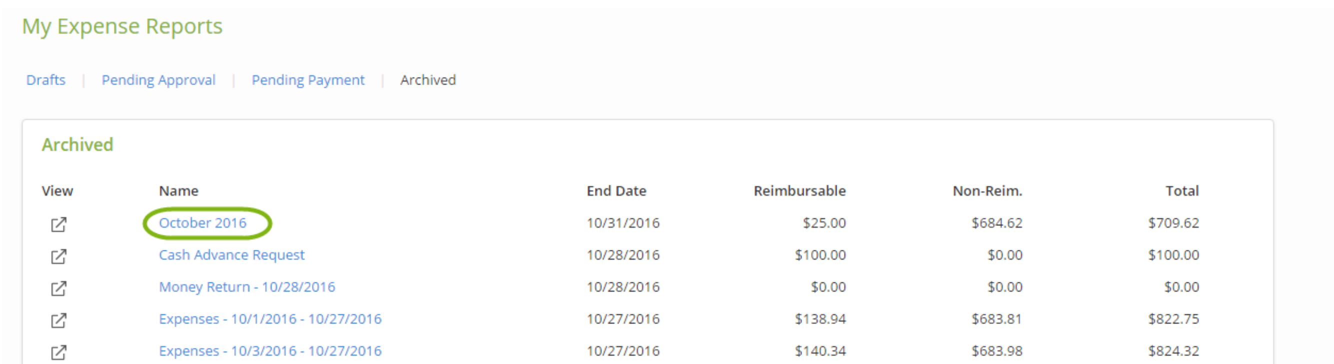
Printing an Expense Report

Certify provides a printer-friendly version of your expense reports should you prefer to keep hard copies. This article shows you how to use the **Print Report** feature.

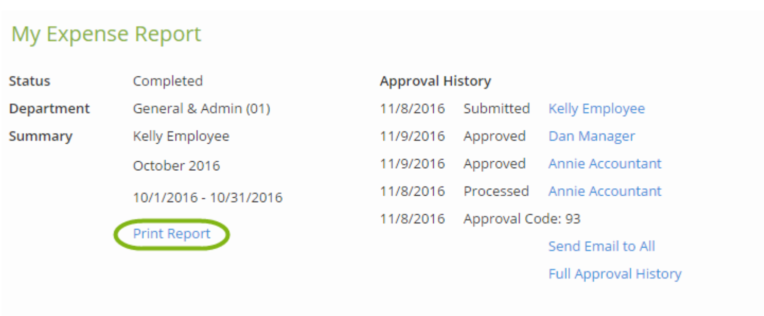
Step 1: On your account homepage, select the option under **My Expense Reports** that contains the expense report.



Step 2: Click the **Name** of the expense report you would like to print.



Step 3: Select **Print Report,** located below the **Summary** section. If the expense report is currently located in your **Drafts** folder, the **Print Report** option will be located below **Submit for Approval** link.



Step 4: You may now print the report using the browser print functionality. Click the checkboxes to **Include receipt images** and/or **Include analysis chart**. Additionally, you may select the options **Export to Excel** or **View as PDF**.

Please Note: *If the expense report contains PDF images, we recommend printing from the* ***View as PDF*** *option.*

Please Note: *For expenses with currency conversion, the Print view will also note original and converted currencies for reference.*

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