Channel Islands
CALIFORNIA STATE UNIVERSITY

Division of Business and Financial Affairs

Certify Travel Program Process Guide

APPROVER - MANAGER

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Information

Certify is CSU Channel Islands new travel expense management system. The cloud based interface mobile application will allow employees to book travel, save and submit electronic receipts, complete expense reports, and receive reimbursement quickly.

Approver in **Certify** is defined as a user with the Manager role who has expense report sent for review and approval.

Actions of the Approver:

- Approver may only **Approve** expenses allocated to the department which includes (fund/s) over which they have current delegated authority. After approval, the Manager is the one who submits the Expense Report Reimbursement to Accounts Payable for payment processing. See **Submit for Reimbursement** within this document for submitting to Accounts Payable.
- Approver may **Disapprove** the expense report and send back to the Employee due to:
    - ✓ Missing/incomplete documentations
    - ✓ Non-compliance with the CI Travel Procedures and Regulations
    - ✓ Missing justification or explanation why a certain expense item can be allowed to be reimbursed for approval

All Domestic and International Travel will need to be submitted via the Certify System.

Timeline

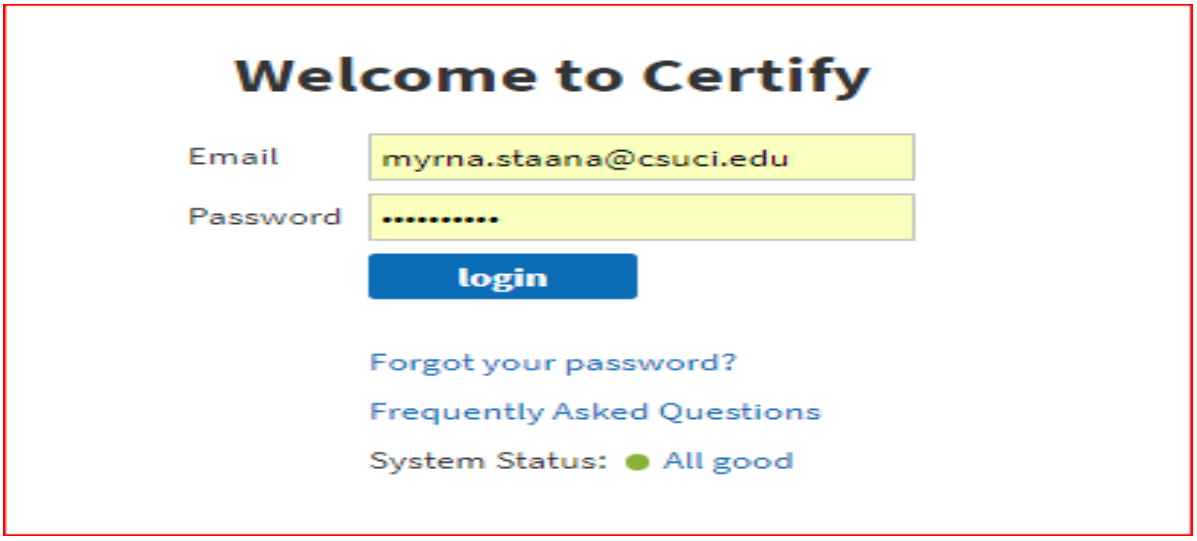
Expense Report Reimbursement Request must be submitted by the Employee for approval to their Manager not later than 60 days after the expenses were paid or incurred as stated on the CSU Channel Islands Travel Procedures and Regulations, item II-D, page 6.

Manager should be timely in approving the expense report reimbursement or returning them to the Employee for correction.

Process

Log-in

Log into Certify: https://www.certify.com/Login.aspx



Single Sign-on

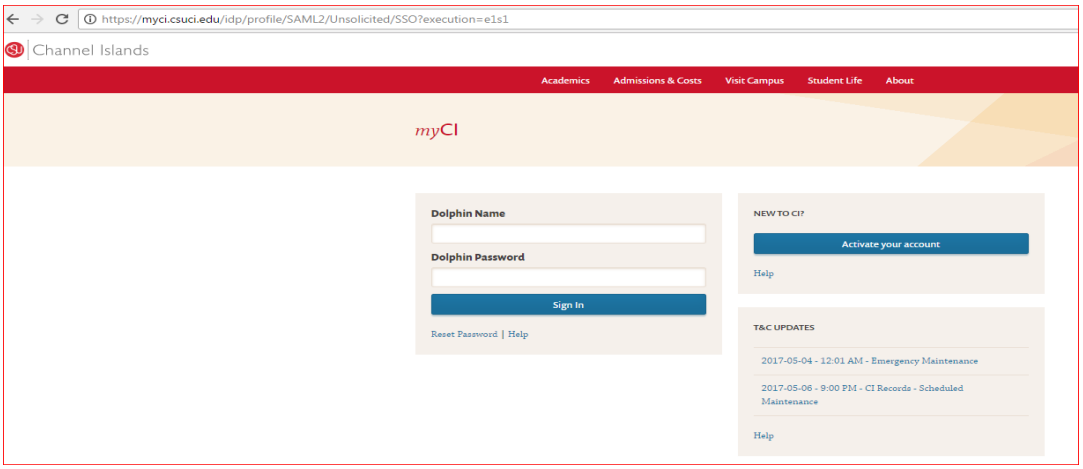
When using the following link, you will be prompted to use your CSUCI credentials to sign in.

URL:
https://myci.csuci.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=https%3A%2F%2Fwww.certify.com

Shorter version for your convenience is URL:

http://go.csuci.edu/travel

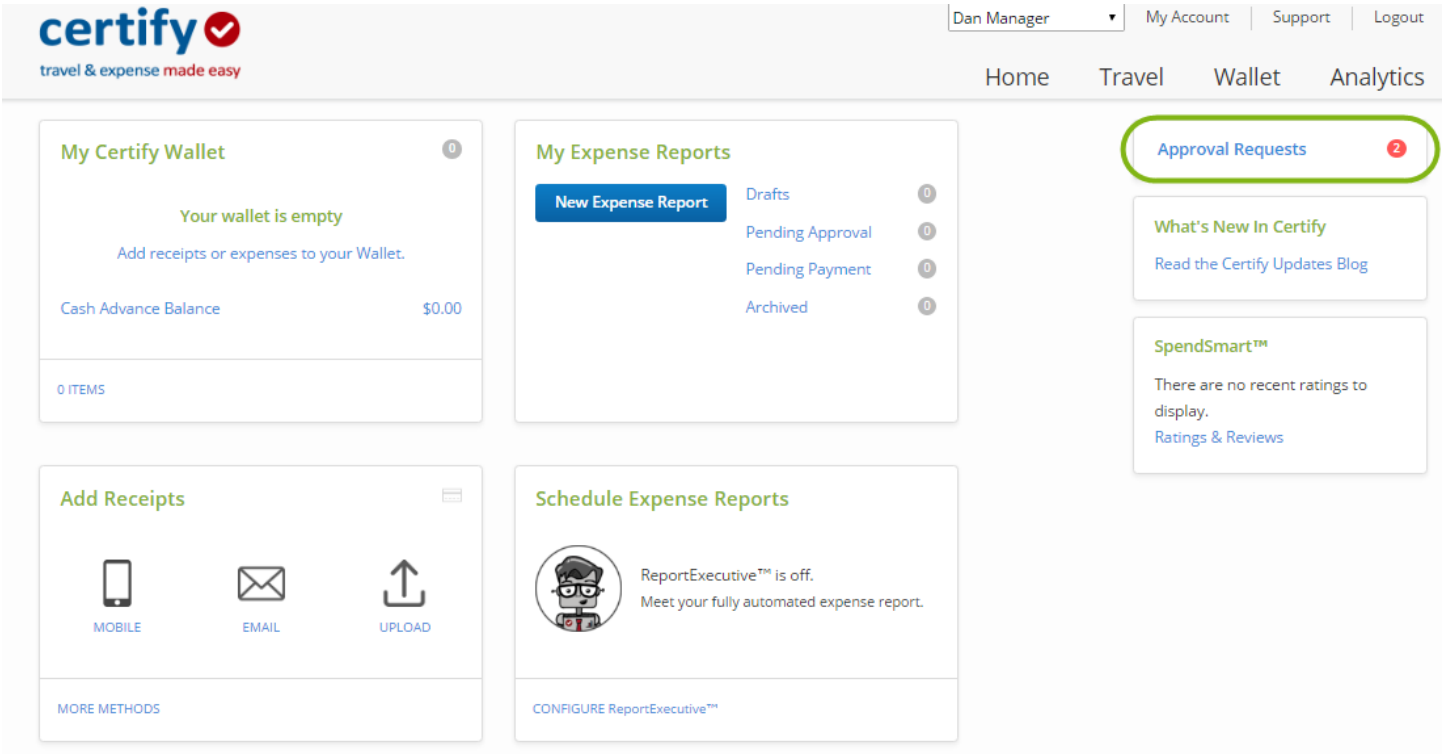
Enter your CSUCI email address and password, click Login.



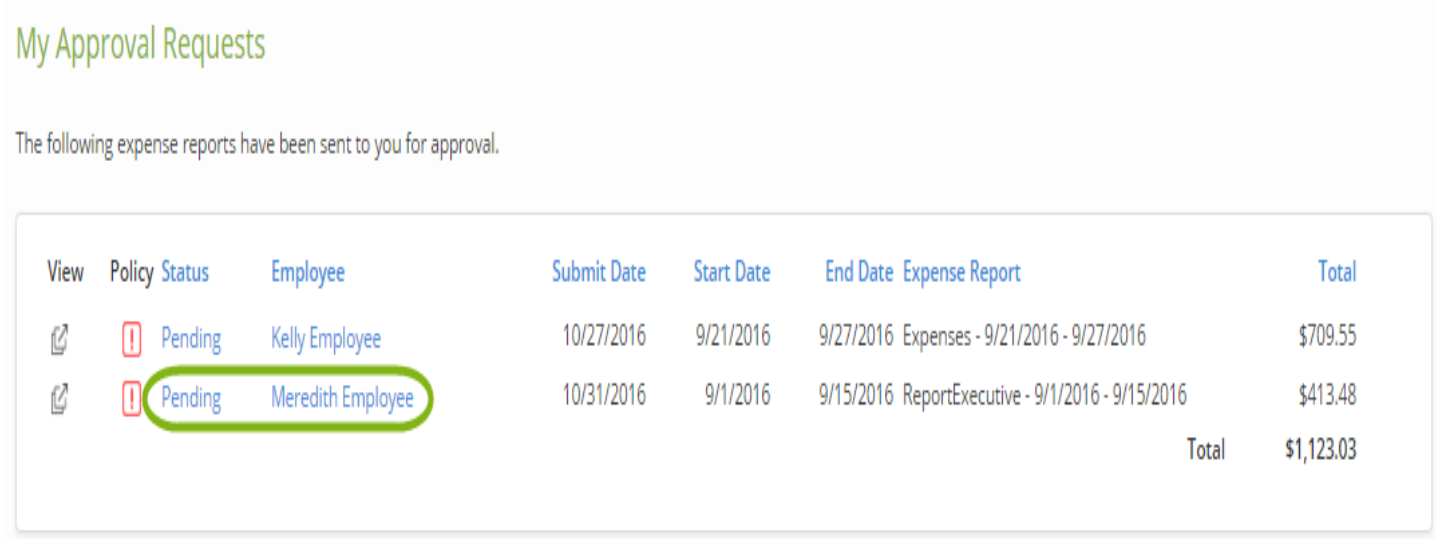
Approving an Expense Report

When an expense report is submitted for approval, the approver receives an email alerting them that an expense report is awaiting their approval. Below are the steps on how a Manager approves expense reports.

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



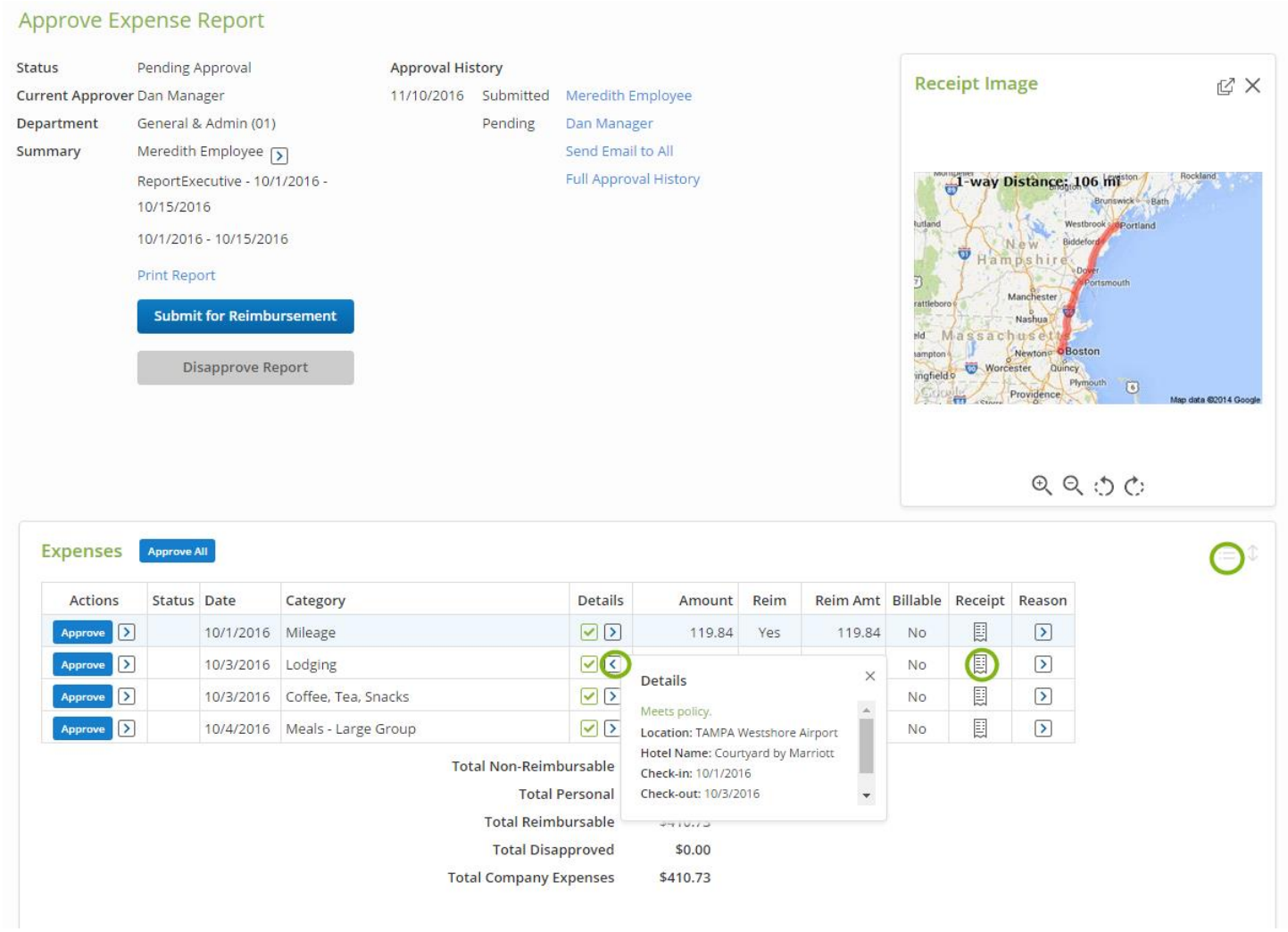
Step 2: On the next page, you will see all of the expense reports awaiting your approval. To view a specific expense report, select the **Employee** name or the view (document) icon under the **View** column to open the expense report in a new browser window.



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

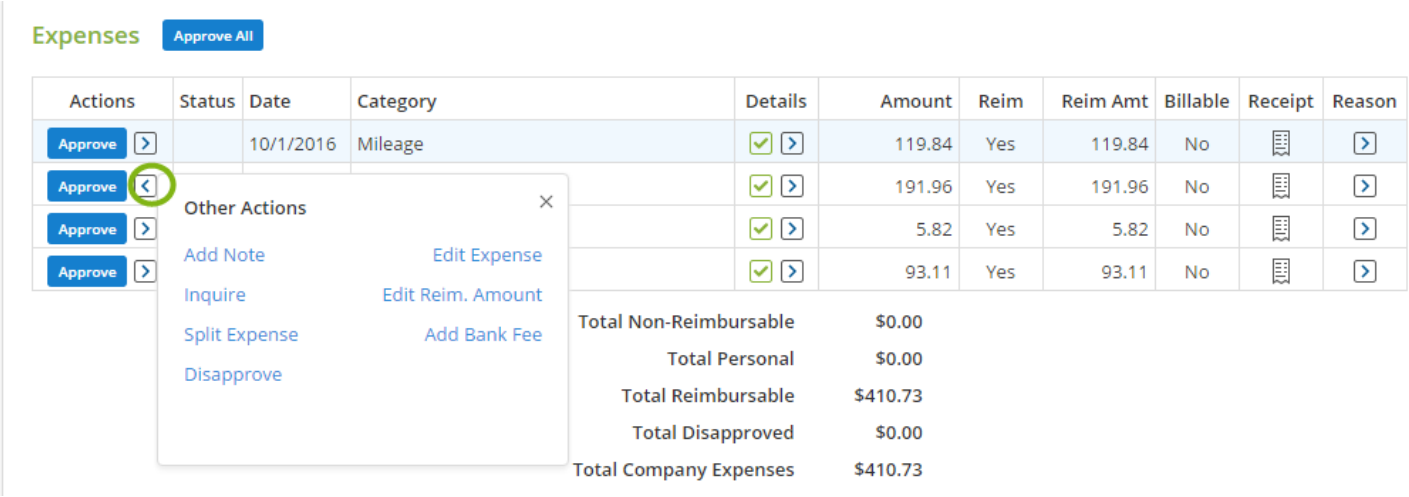
To view a receipt in an expense line, click the view (document) icon under the **Receipt** column. A red exclamation mark (!) under the **Receipt** column indicates that there is no receipt image attached to the expense line. A green checkmark in the **Receipt** column indicates that there is no receipt image attached to the expense line, however, no receipt is required for this expense according to CI Travel Procedures and Regulations.

To view vendor and location details, click the arrow **(>)** under the **Details** column. A red exclamation mark under the **Details** column indicates that the expense may be out of compliance with the travel policy. Out of compliance items need to be explained and have attached additional approvals.



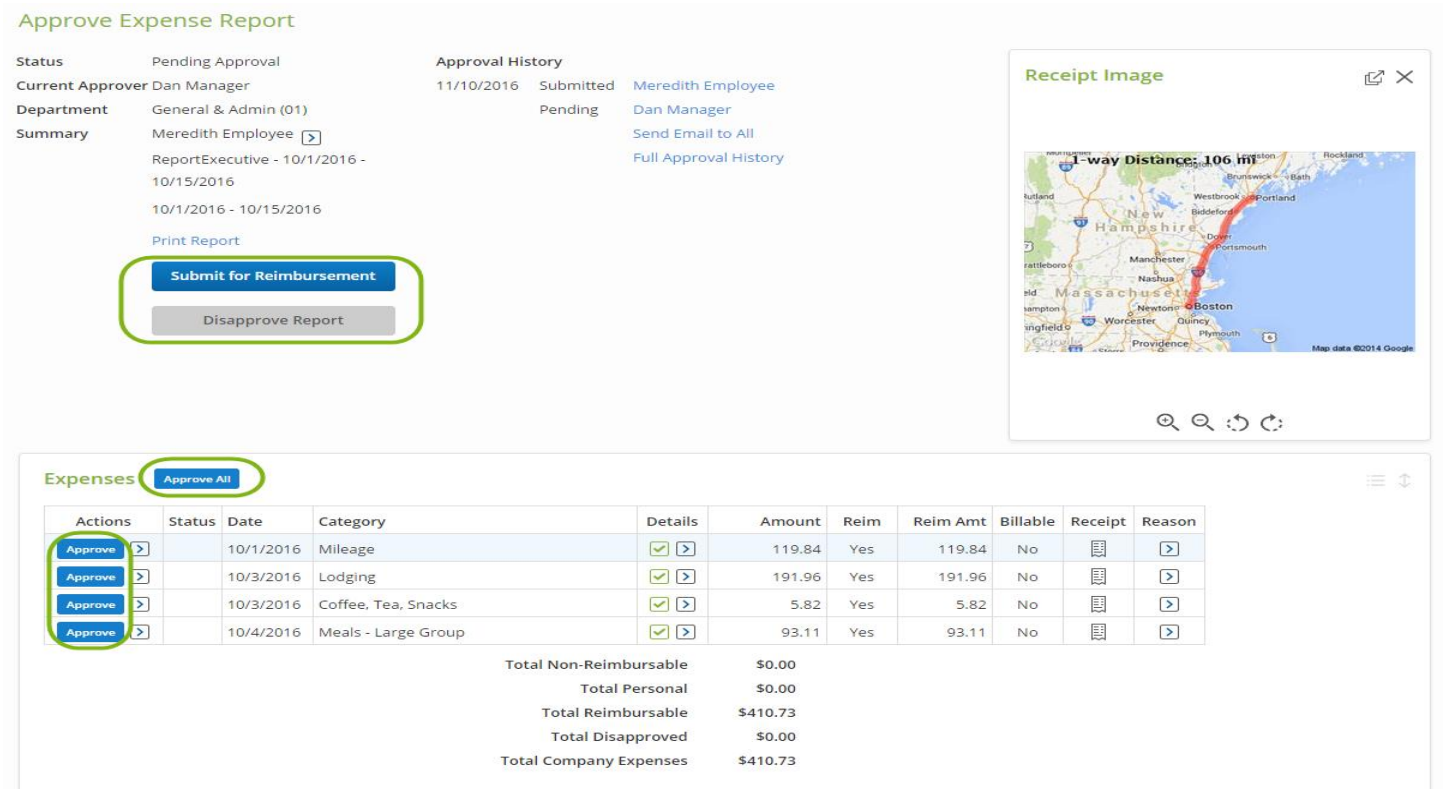
Step 4: If you have a question about an expense line, or about the expense report, there are several actions available under the **Other Actions** menu. To access this menu, click the arrow **(>)** under the **Approval** column and select the item name.

(See **Approver's Other Actions Menu on page 18-19** for a complete list of Other Actions and Steps for processing.)



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

Note: Approver may only approve expenses allocated to department which includes (fund/s) over which they have current delegated authority.



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

Submit Expense Report for Reimbursement

This is a preview of the message that will be used to submit the expense report. You may add your own comments if you like.

To Annie Accountant (aaccountant@circp1.com)

Subject Expense Report Reimbursement Request From Dan Manager (dmanager@circp1.com)

Body Hello Annie,

Dan Manager (dmanager@circp1.com) has sent an expense report for reimbursement.

Enter your comments:

Expense Report Summary

Employee: Meredith Employee (memployee@circp1.com)
Expense Report Name: ReportExecutive - 9/1/2016 - 9/15/2016
Dates: 9/1/2016 - 9/15/2016

Non Reimbursable Total: $0.00
Reimbursable Total: $410.73
Disapproved Total: $0.00
Total: $410.73

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

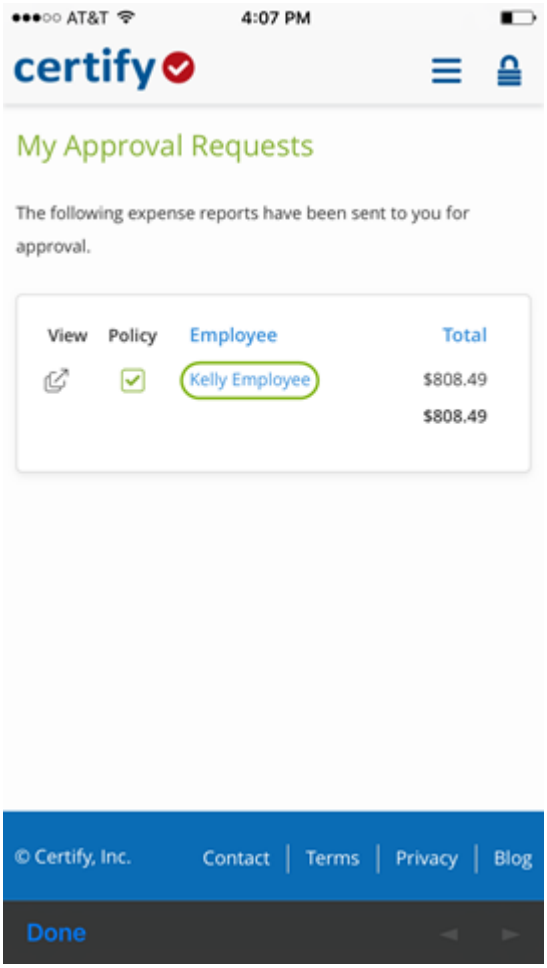
Submit Cancel

Approving on Certify Mobile

Certify allows you to approve and process expense reports using the Certify Mobile app. Below are the steps on how to approve or process expense reports using Certify Mobile.

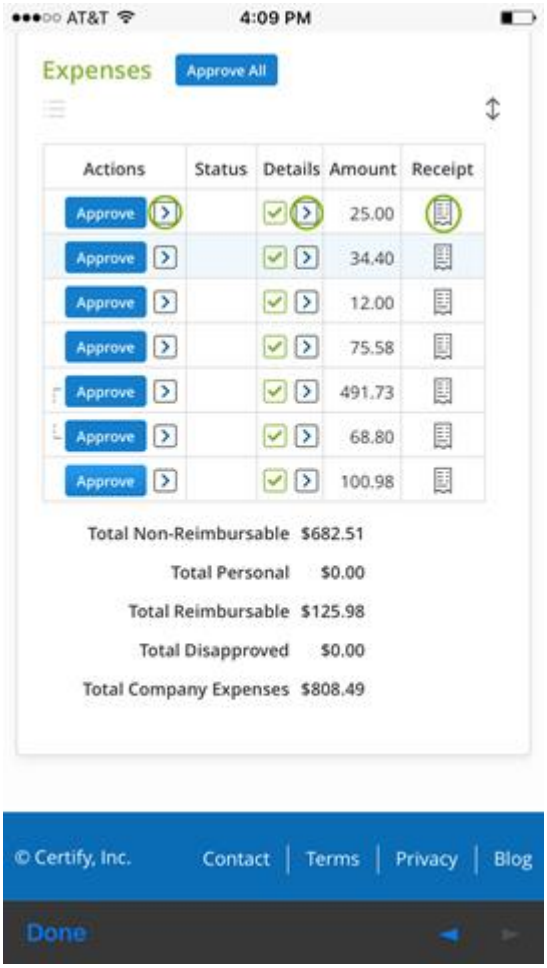
Step 1: On your Certify Mobile app Home screen, tap **Approval Requests**. If the number of approval requests is incorrect, tap **Sync** to update the data.

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



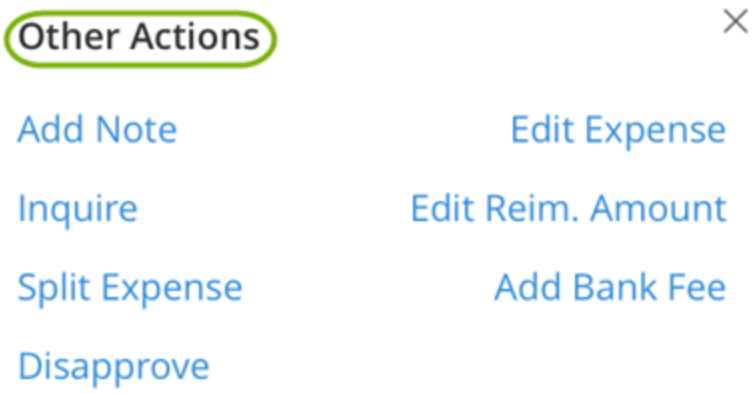
Step 3: To view a specific receipt in an expense line, click the view (document) icon under the **Receipt** column. A red exclamation mark (!) under the **Receipt** column indicates that there is no receipt image attached to the expense line. A green check mark in the **Receipt** column indicates that there is no receipt image attached to the expense line, however, no receipt is required for this expense according to the CI Travel Procedures and Regulations.

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

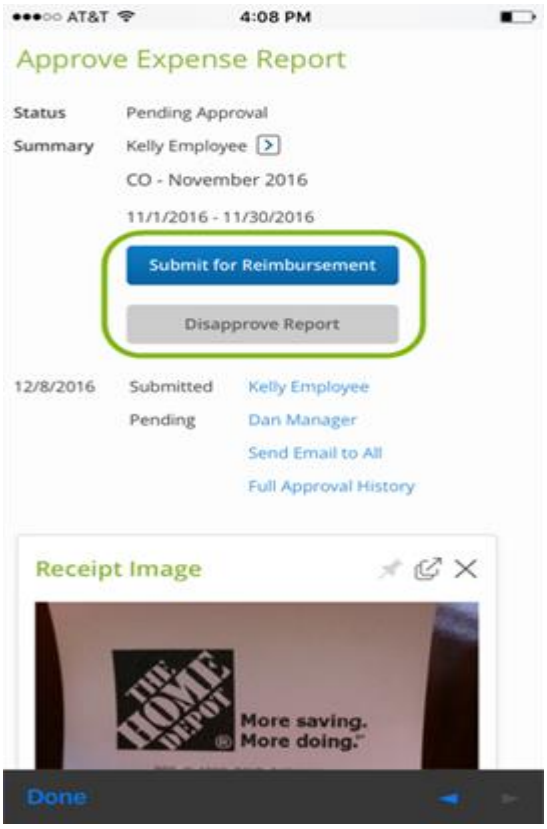


If you have a question about an expense line, or about the expense report, there are several actions available in the **Other Actions** menu. To access this menu, tap the arrow **(>)** under the **Approval** column. In the **Other Actions** menu, select the action name.

(See **Approver's Other Actions Menu on page 18-19** for a complete list of Other Actions and Steps for processing.)



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



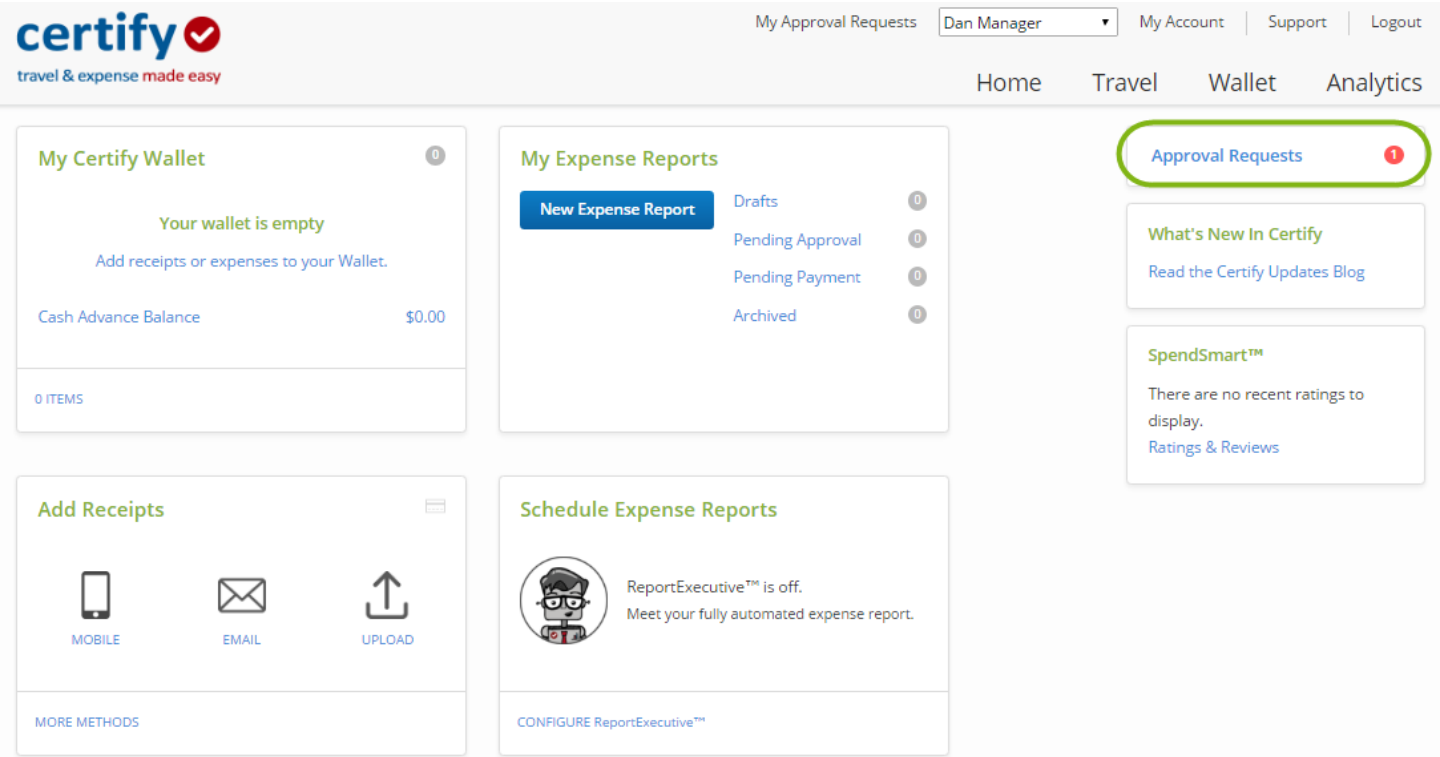
Disapproving an Expense Report

Occasionally, you may need to disapprove an expense report due to the campus travel policy violations or other issues. Below are some examples

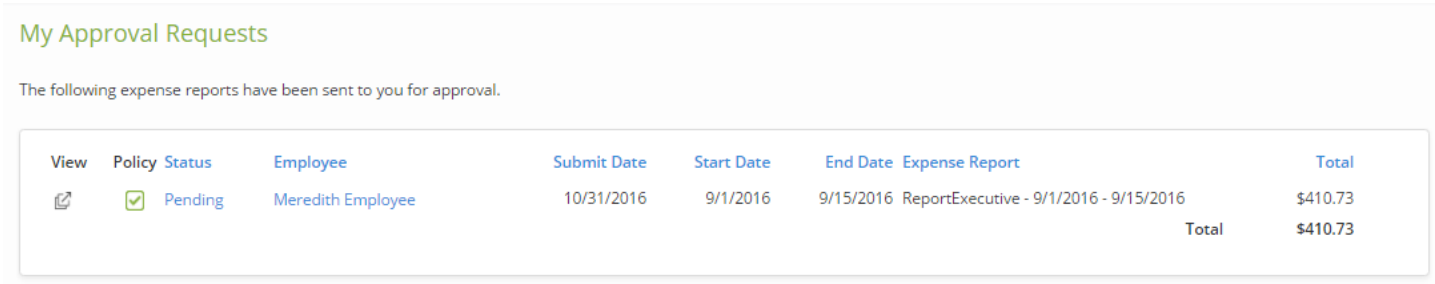
- Missing/incomplete documentations.
- Non-compliance with the CI Travel Procedures and Regulations.
- Missing justification or explanation why a certain expense item can be allowed to be reimbursed for approval.

A disapproved expense report is sent back to the employee's **Drafts** folder where they can make edits and resubmit their expense report.

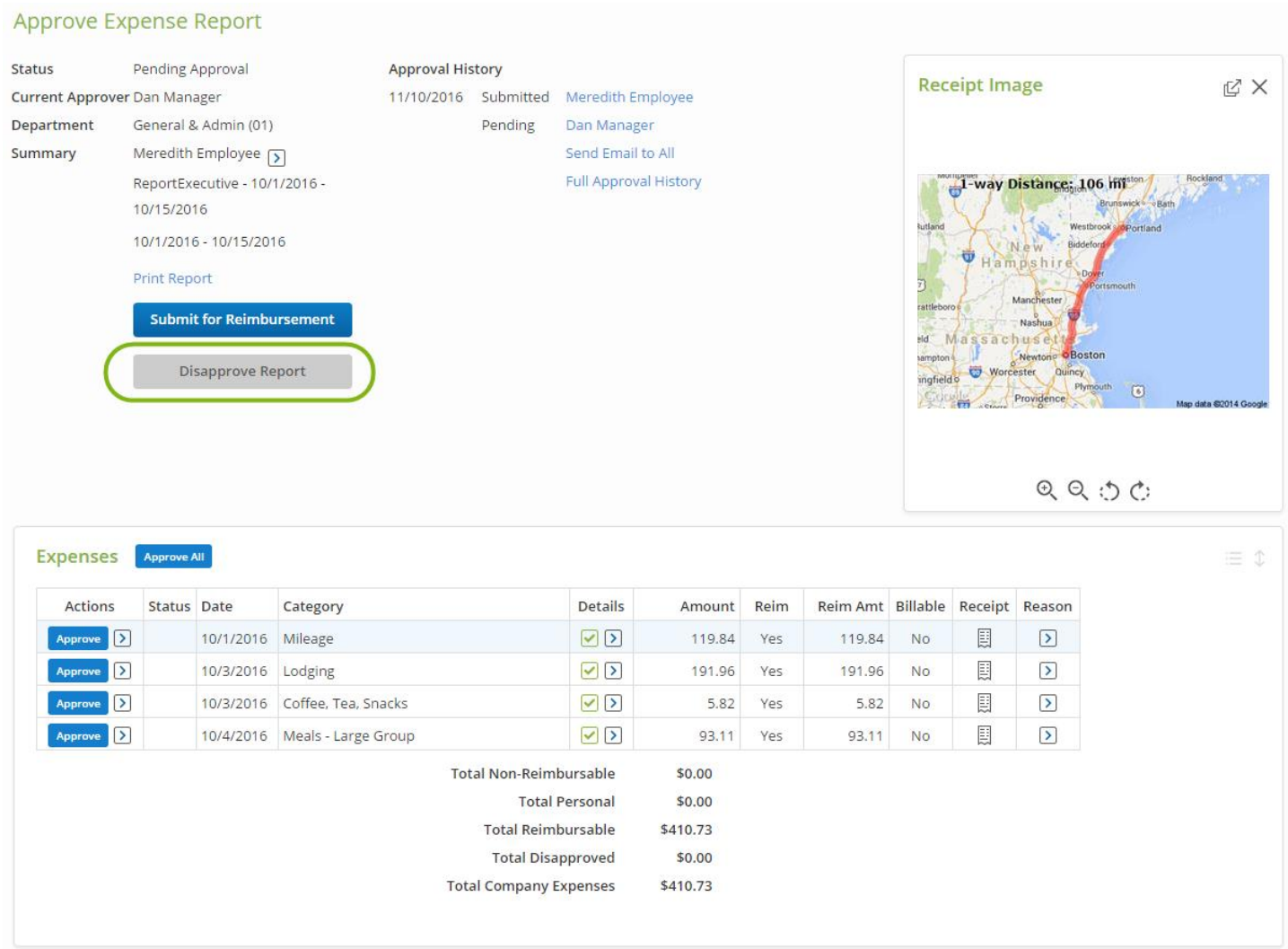
Step 1: On your account home page, select the number of items under **My Approval Requests.**

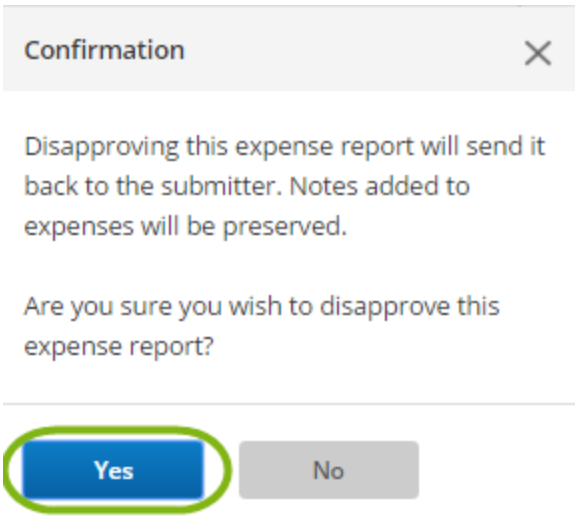


Step 2: On the next page, you will see all of the expense reports awaiting your approval. To view a specific expense report, click the **Employee** name or the view (document) icon under the **View** column. This will open the expense report in a new browser window.

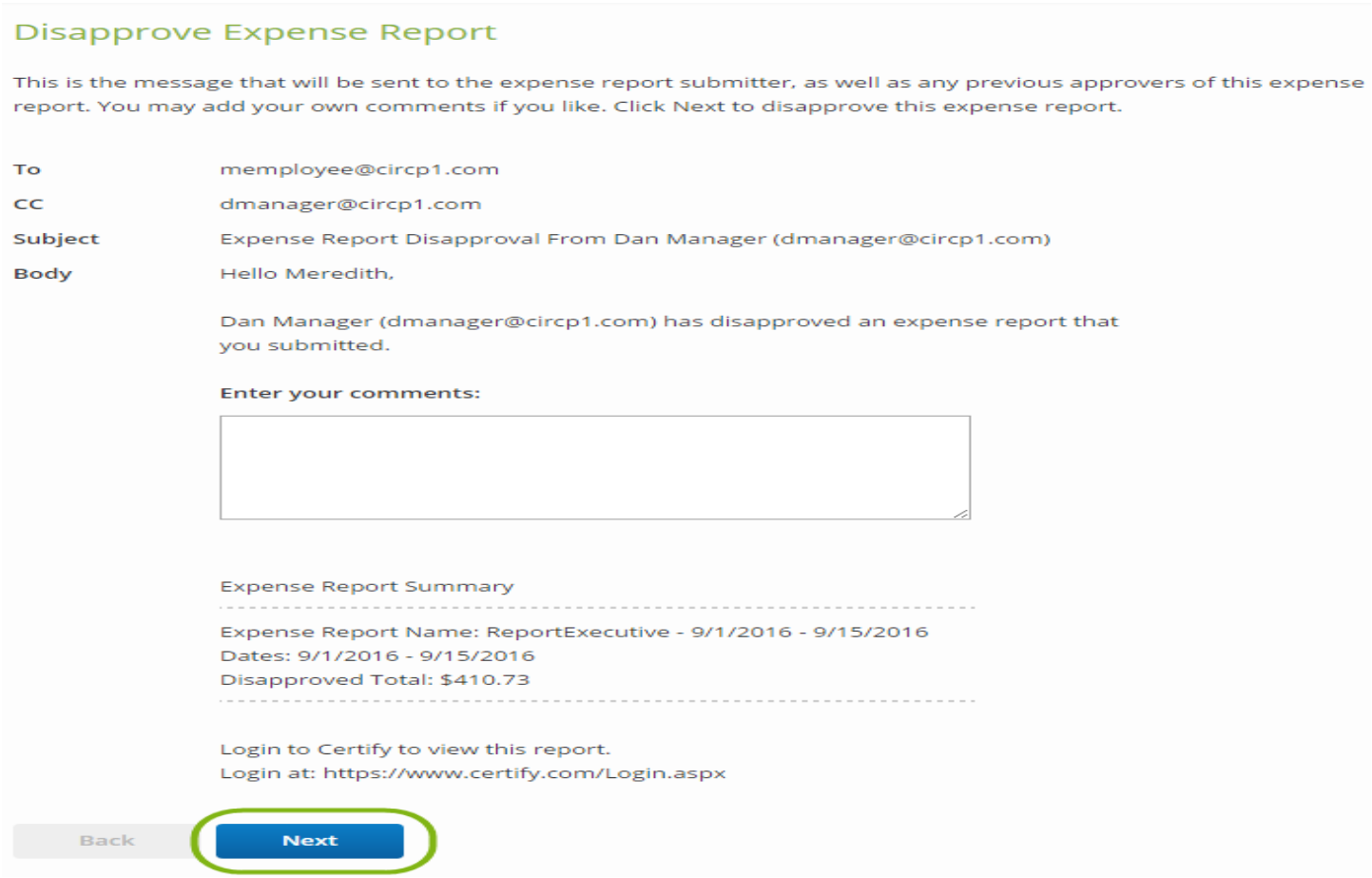


Step 3: To disapprove the entire expense report, select **Disapprove Expense Report** next to **Actions**. When you select **Disapprove Expense Report**, a popup will advise you that the expense report will be sent back to the submitter/employee, and will ask you to confirm the disapproval. Click **Yes**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





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



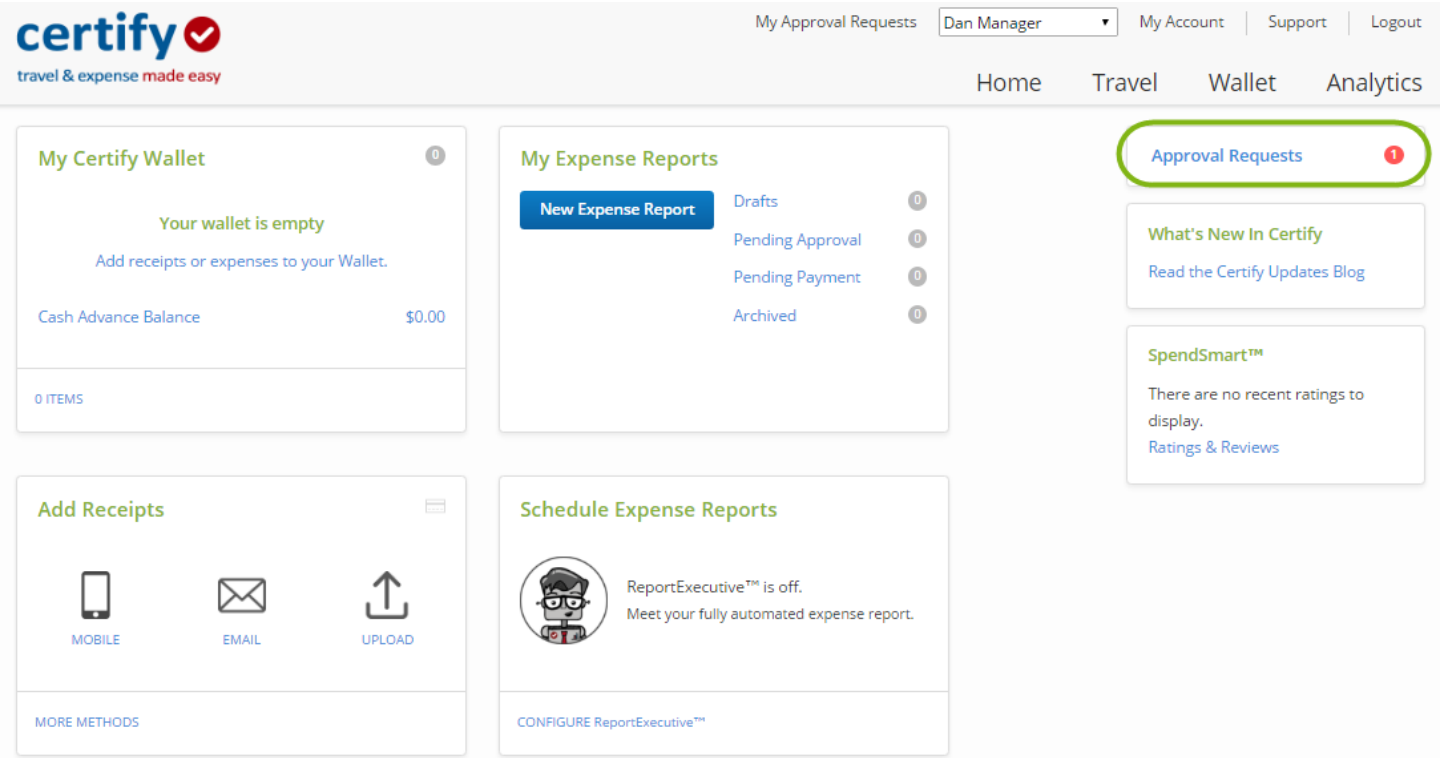
Note: Partial Expense Approval

When manually created expenses are disapproved, the user will have the option to copy that receipt back to the wallet, and submit it once more for approval. This will need to be done on an entirely new report.

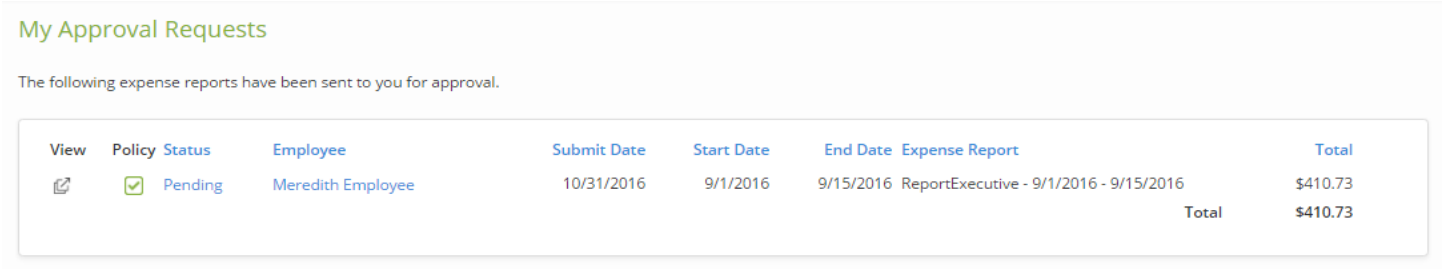
Approver's Other Actions Menu

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

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



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



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

Add Note - Add a note to a specific expense line

Inquire– Ask the submitter/employee a question about an expense and/or allow the submitter/employee to edit the expense

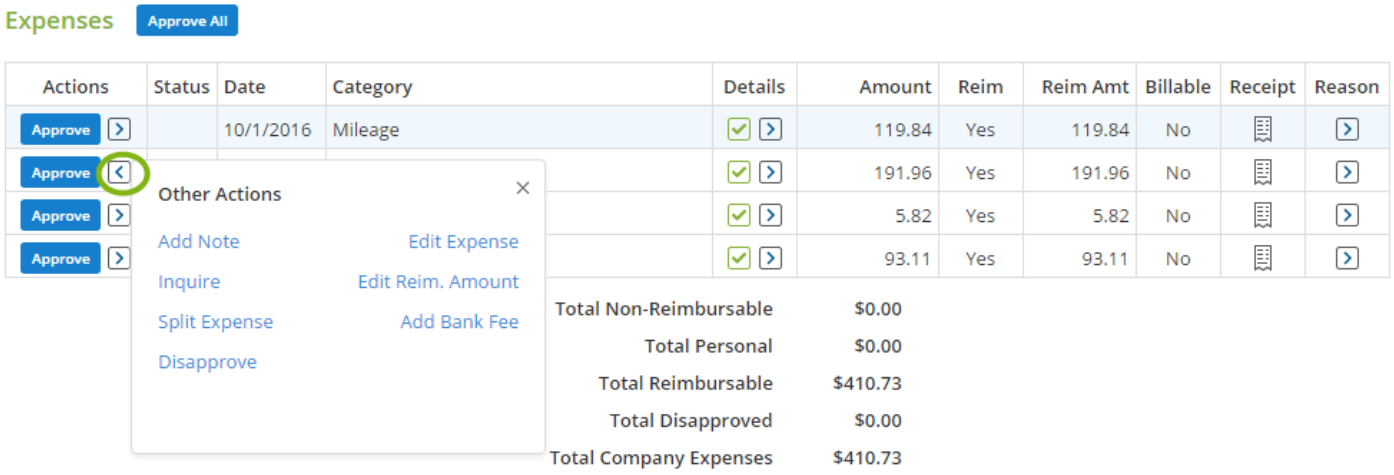
Split Expense – Split an expense report for multiple departments and funds

Disapprove – Disapprove the expense line

Edit Expense – Edit any of the expense details in an expense line

Edit Reim. Amount - Edit the reimbursable amount of an expense line

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

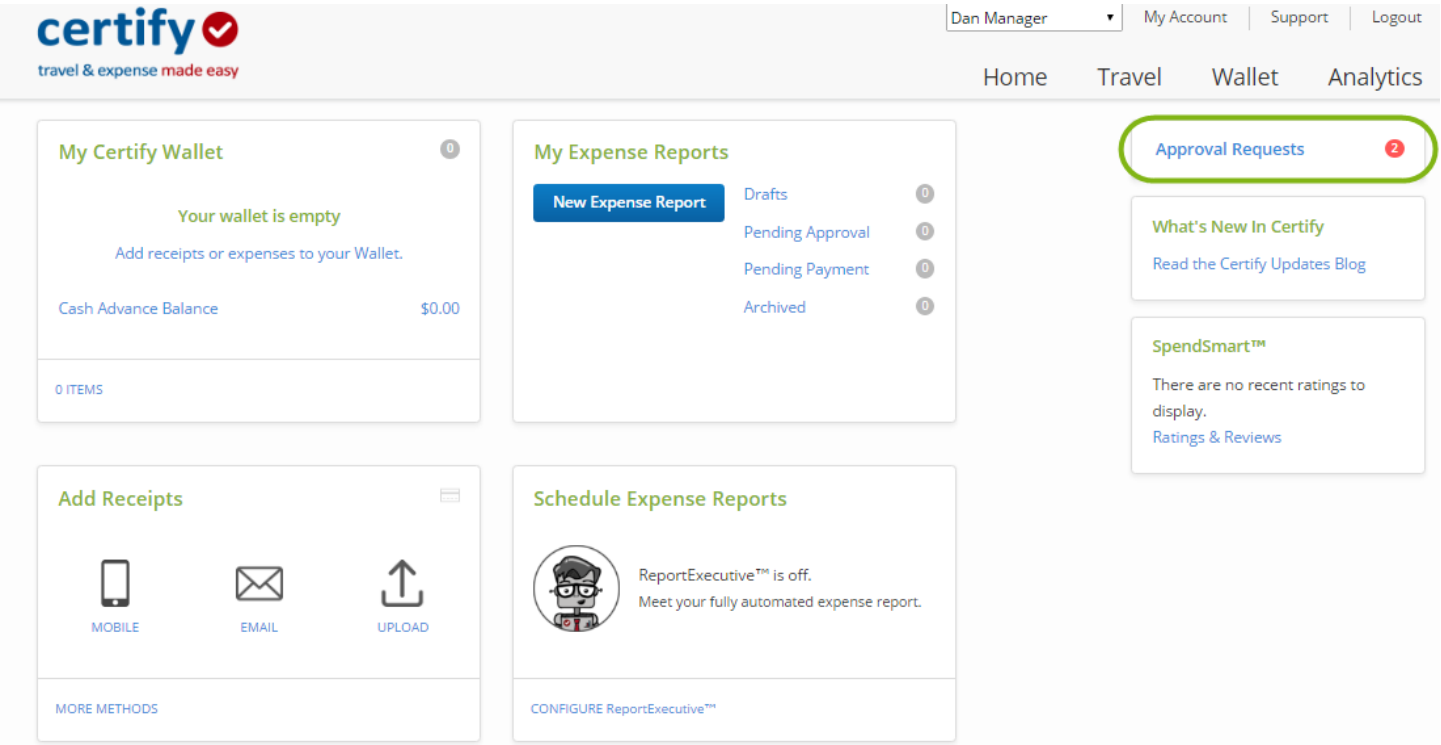


Sending an Inquiry

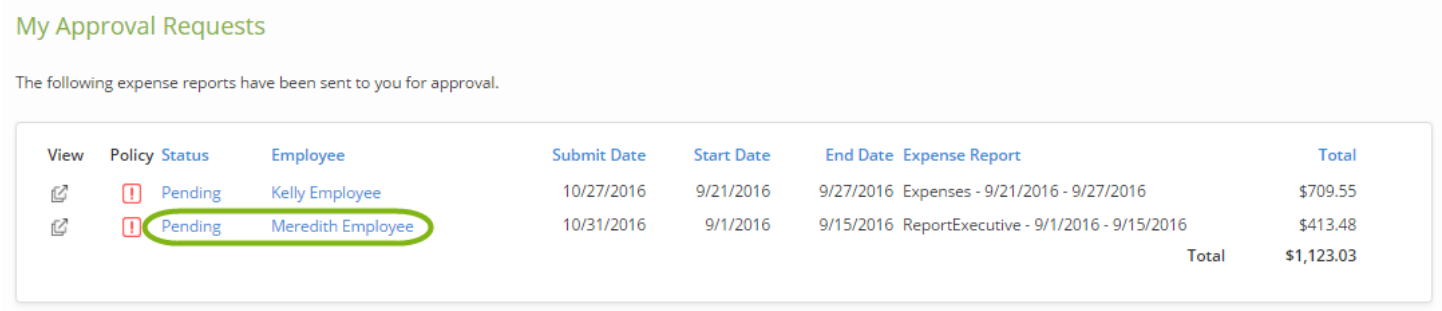
As a manager reviewing a submitted expense report, you can send an inquiry to the submitter/employee to request specific information such as a new or different receipt, or request an edit to an expense line. This method allows the submitter/employee to make corrections to expense lines without you having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

Creating an Inquiry

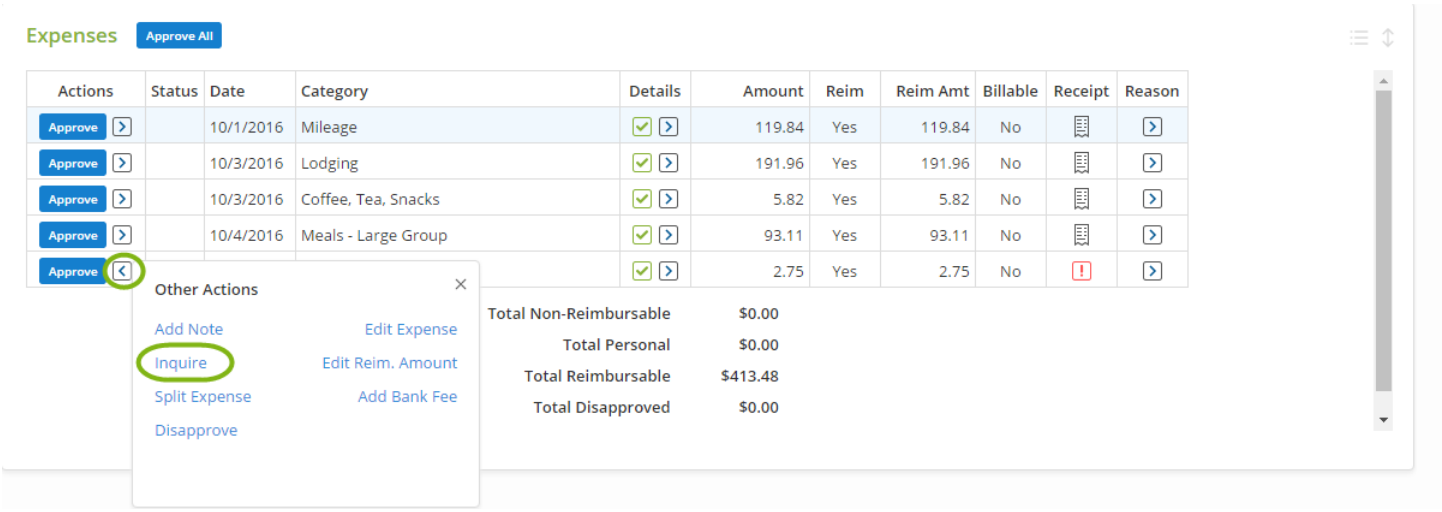
Step 1: On your account homepage, select **Approval Requests**.



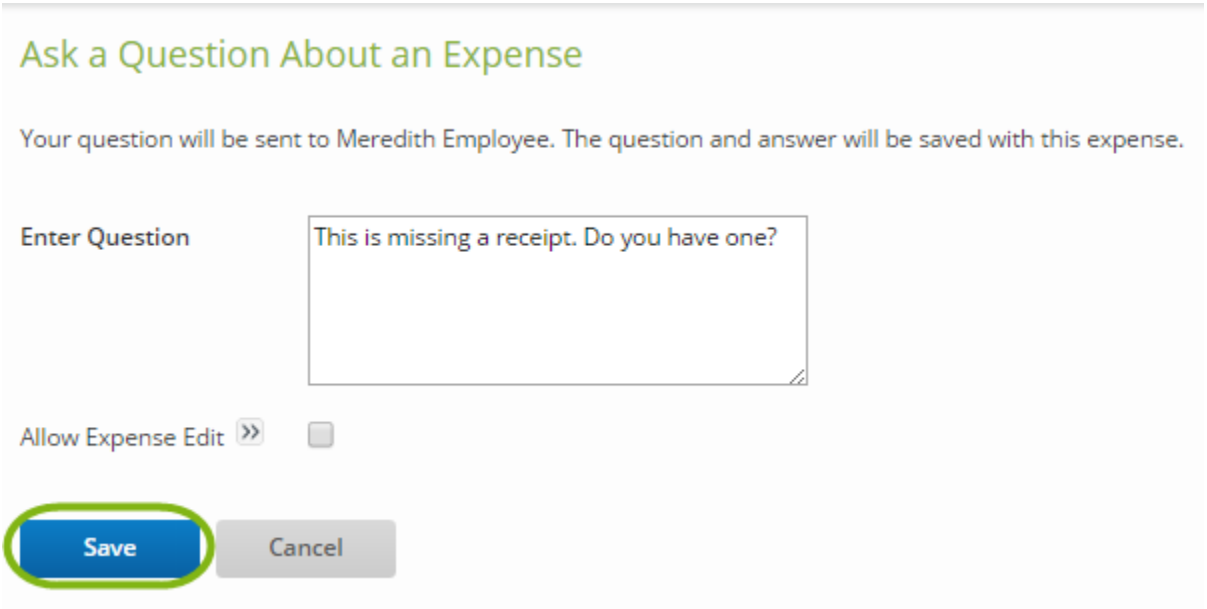
Step 2: On the next page, you will see all of the expense reports awaiting your approval. To view a specific expense report, click the **Employee** name or the view (document) icon under the **View** column. This will open the expense report in a new browser window.



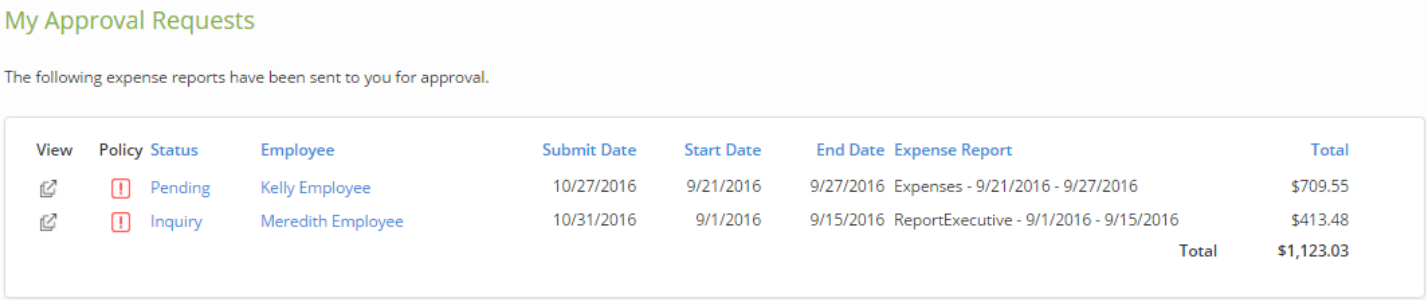
Step 3: If you have a question about an expense line, or about the expense report, you will need to open the **Other Actions** menu. To access this menu, click the arrows **(>)** under the **Approval** column. Select **Inquire**.



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

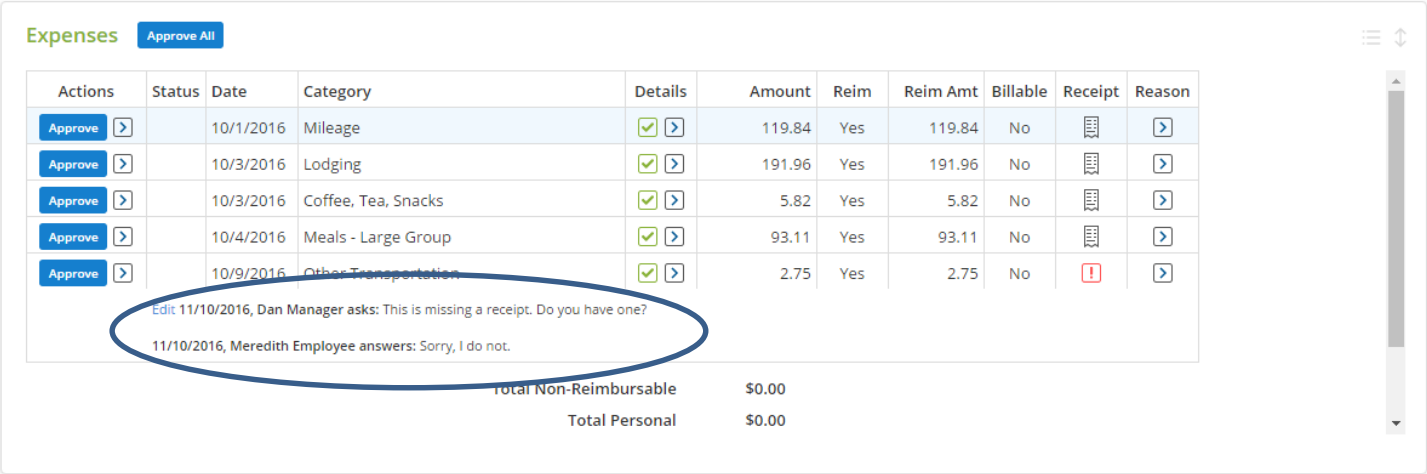


Step 5: After saving your **Inquiry**, the expense report status will change from **Pending** to **Inquiry** to indicate that the expense report has been sent back to the submitter/employee.



Viewing the Inquiry Reply

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



Reference

CI TRAVEL PROCEDURES AND REGULATIONS

https://www.csuci.edu/financial-services/documents/accounting/ci-travel-procedures-regulations-jan-2018.pdf

Direct Deposit

Direct deposit is the fastest and most convenient way of being reimbursed. Please contact karina.cruz@csuci.edu to enroll in direct deposit for travel reimbursement.

Note: Travel expense reimbursement direct deposit is not Direct Deposit for Payroll.

Contact Information

Booking – Karina Cruz – karina.cruz@csuci.edu 805-437-8581

Expense Reimbursement - CIAP@csuci.edu 805-437-3700

Glossary

Submitter – Refers to Employee submitting an expense report.

Approver – Refers to Manager, which have current delegated authority to approve the travel reimbursement expenses.

Accounts Payable – Refers to an Accounting Staff whom reviews/audits/approves and disapproves expense reimbursement requests.