

CALIFORNIA STATE UNIVERSITY

Division of Business and Financial Affairs

Certify Travel Program Process Guide APPROVER - MANAGER

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Information

<u>Certify</u> 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: <u>https://www.certify.com/Login.aspx</u>

Wel	come to Certify	
Email	myrna.staana@csuci.edu	
Password	·····	
	login	
	Forgot your password?	
	Frequently Asked Questions	
	System Status: All good 	

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%2Fw ww.certify.com

Shorter version for your convenience is URL:

http://go.csuci.edu/travel

Enter your CSUCI email address and password, click Login.

← → C (① https://myci.csuci.edu/idp/profile/SAML2/Unsolicited/SSO	O?execution=e1s1					
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	А	Academics	Admissions & Costs	Visit Campus	Student Life	About
	myCl					
	Dolphin Name Dolphin Password			NEW TO G		te your account
	Reset Password Help	Sign In		T&C UPD		Emergency Maintenance
					5-06 - 9:00 PM - C	I Records - Scheduled

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.

certify travel & expense made easy			Dan	Manager Home	• My	Account Sup Wallet	ort Logout
My Certify Wallet Your wallet is emp Add receipts or expenses to y Cash Advance Balance	My Expense Reports New Expense Report	Drafts Pending Approval Pending Payment Archived	© © ©		WI Re Sp Th dis	pproval Request: nat's New In Cer ad the Certify Upd endSmart™ ere are no recent i play. tings & Reviews	tify lates Blog
Add Receipts	Schedule Expense Re ReportExecut Meet your ful CONFIGURE ReportExecutive**		eport.				

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.

Арр	oroval Reques	ts				
ollowi	ng expense reports h	ave been sent to you for approva	al.			
View	Policy Status	Employee	Submit Date	Start Date	End Date Expense Report	Total
C	Pending	Kelly Employee	10/27/2016	9/21/2016	9/27/2016 Expenses - 9/21/2016 - 9/27/2016	\$709.55
ß	Pending	Meredith Employee	10/31/2016	9/1/2016	9/15/2016 ReportExecutive - 9/1/2016 - 9/15/2016	\$413.48
					Total	\$1,123.03

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.

us	Pending A	pproval	Approv	al History					1200				
rent Approver	r Dan Mana	ager	11/10/2	016 Submitted	Meredith I	Employee			Rec	eipt Im	age		C >
artment	General &	Admin (01)		Pending	Dan Mana	ger							
imary	Meredith	Employee	Σ		Send Ema	il to All							
	ReportExe	ecutive - 10/1	/2016 -		Full Appro	val History			MO	1-way [Distance;	106 miston	Rockland
	10/15/201	6							Rutland	V	Les el	Brunswick Bat	th
	10/1/2016	6 - 10/15/201	6						15		Lew Bid	Ideford	
	Print Repo	ort							73	Han	pshire	Dover Portsmouth	
	Submit	for Reimbu	rsement						rattlebor	of it	Manchester		
										Massac	jusette		
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Actions	Status))	Date 10/1/2016	Mileage			119.84 Details		119.84 X	No	Receipt	€ C Reason	200	Map data 62014 Good
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Actions Approve > Approve > Approve >	Status))))	Date 10/1/2016 10/3/2016 10/3/2016	Mileage Lodging Coffee, Tea, Snacks	Total Non-Reim		119.84 Details Meets policy. Location: TAMPA Hotel Name: Court	Yes Westshore rtyard by N	119.84 ×	No No No	Receipt	€ € Reason 5 5 5	200	Map data 62014 Good
Actions Approve > Approve > Approve >	Status))))	Date 10/1/2016 10/3/2016 10/3/2016	Mileage Lodging Coffee, Tea, Snacks	Total Non-Reimi Total		119.84 Details Meets policy. Location: TAMPA	Yes Westshore tyard by N 16	Airport larriott	No No No	Receipt	€ € Reason 5 5 5	200	Mage data 62014 Good
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Actions Approve > Approve > Approve >	Status))))	Date 10/1/2016 10/3/2016 10/3/2016	Mileage Lodging Coffee, Tea, Snacks	Total	V V V V V V V V V V V V V V V V V V V V	119.84 Details Meets policy. Location: TAMPA' Hotel Name: Cour Check-in: 10/1/20 Check-out: 10/3/2	Yes Westshore tyard by N 16	Airport larriott	No No No	Receipt	€ € Reason 5 5 5	200	Map data 62014 Goo

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.)

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prove	ctions	~			191.96	Yes	191.96	No	 >
Add Note					5.82	Yes	5.82	No	>
prove >	e	Edit Expense			93.11	Yes	93.11	No	>
Inquire Split Exp Disappro		Edit Reim. Amount Add Bank Fee	Total Non-Reimb Total P Total Reimb	ersonal	\$0.00 \$0.00 \$410.73				

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.

us	Pending Ap	proval	Approval	History					100					
rent Approv	er Dan Manag	ger	11/10/201	16 Submitted	Meredith En	nployee			Rec	eipt Im	age			(2)
artment	General & /	Admin (01)		Pending	Dan Manage	er								
mary	Mered <mark>ith</mark> E	mployee	$\mathbf{\Sigma}$		Send Email	to All								
	ReportExec	utive - 10/	1/2016 -		Full Approva	al History				1-way D	istance;			land.
	10/15/2016	5							Rutland	\mathbf{V}	1.	Brunswick estbrook s opor	12110	
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Actions Approve Approve	Status I	Date 10/1/2016	Mileage			119.84	Yes	119.84	Billable	Receipt	Providence © Reason >	~ %	Map data	
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Actions Approve Approve Approve	Status I > 1 > 1 > 1	Date 10/1/2016 10/3/2016 10/3/2016	Mileage Lodging Coffee, Tea, Snacks Meals - Large Group	Total Non-Reimb	 > > > > > > > > 	119.84 191.96 5.82	Yes Yes Yes	119.84 191.96 5.82	Billable No No	Receipt	Reason > > >	~ %	Map data	
Actions Approve Approve Approve	Status I > 1 > 1 > 1	Date 10/1/2016 10/3/2016 10/3/2016	Mileage Lodging Coffee, Tea, Snacks Meals - Large Group		 > > > > > > > > 	119.84 191.96 5.82 93.11	Yes Yes Yes	119.84 191.96 5.82	Billable No No	Receipt	Reason > > >	~ %	Map data	
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Actions Approve Approve Approve	Status I > 1 > 1 > 1	Date 10/1/2016 10/3/2016 10/3/2016	Mileage Lodging Coffee, Tea, Snacks Meals - Large Group	Total P	Image: Constraint of the second se	119.84 191.96 5.82 93.11 \$0.00 \$0.00	Yes Yes Yes	119.84 191.96 5.82	Billable No No	Receipt	Reason > > >	~ %	Map data	

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



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.

Sync certify⊘	Logo
O Add Receipt O Ad	Id Expense
Receipts to Sync	0 0
Expenses to Sync	0 0
Receipts in Certify	0 0
Expenses in Certify	0 0
Auto Expense Report	0
Draft Expense Reports	• •
Inquiries	• •
Travel	0
Approval Requests	0
Tools & Support	0

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.

•••∘ AT&T 🗢	4:07 PM	
certify	2	≡ ≙
My Approva The following exper approval.	I Requests ase reports have been so	ent to you for
View Policy	Employee Kelly Employee	Total \$808.49 \$808.49
© Certify, Inc.	Contact Terms	Privacy Blog
Done		

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.

Approve > > 25.00 ()) Approve > > 34.40)) Approve > > 12.00)) Approve > > 75.58)) Approve > > 491.73)) Approve > > 68.80)) Approve > > 100.98)) Approve > > 100.98)) Total Non-Reimbursable \$682.51))))) Total Reimbursable \$125.98)))))) Total Disapproved \$0.00)))))) Total Company Expenses \$808.49))))	Actions	Status	Details	Amount	Receipt
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	Total R Total	eimburs Disappre	able \$12 oved 1	25.98 \$0.00	

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.)

Other Actions	×
Add Note	Edit Expense
Inquire	Edit Reim. Amount
Split Expense	Add Bank Fee
Disapprove	

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**.

•••• •• AT&T	ę	4:08 PM	
Approv	e Expens	e Report	
Status	Pending App	roval	
Summary	Kelly Employ	ee እ	
	CO - Novem	ber 2016	
	11/1/2016 - 1	1/30/2016	
	_	r Reimbursement)
12/8/2016	Submitted	Kelly Employee	
	Pending	Dan Manager	
		Send Email to All	
		Full Approval Histor	Y.
Receip	t Image	A	¢×
	I GAN	More saving. More doing."	
Done			

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.

CSU	Channel	Islands	

1.15	oroval Reques	15				
ollowi	ng expense reports	nave been sent to you for approv	al.			
View	Policy Status	Employee	Submit Date	Start Date	End Date Expense Report	Total
	Pending	Meredith Employee	10/31/2016	9/1/2016	9/15/2016 ReportExecutive - 9/1/2016 - 9/15/2016	\$410.73
ď	Perioding					

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.

us	Pending Approval	Approva	al History					2011	120.00			6363
ent Approver	Dan Manager	11/10/20	01 <mark>6</mark> Submitted	Meredith Er	nployee			Rec	eipt Im	age		Ľ
artment	General & Admin (01)	Pending	Dan Manag	er							
imary	Meredith Employee	>		Send Email	to All							
	ReportExecutive - 10	/1/2016 -		Full Approva	al History			MO	1-way [Distance;	106 miston	Rockland
	10/15/2016							Rutland	\mathbf{V}	Les en	Brunswick - o	AN CONTRACTOR OF
	10/1/2016 - 10/15/20	16						13		Lew Bi	Ideford	
	Print Report							73	Нап	pshire	Dover Portsmouth	
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Actions	Status Date	Mileage								Reason	200	
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Actions	Status Date 10/1/2016 10/3/2016 10/3/2016 10/3/2016	Mileage Lodging		>>	119.84 191.96	Yes Yes	119.84 191.96	No No		Reason > >	200	
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Actions Approve > Approve > Approve >	Status Date 10/1/2016 10/3/2016 10/3/2016 10/3/2016	Mileage Lodging Coffee, Tea, Snacks	Total I Total Reiml	Image: Second state Image: Second	119.84 191.96 5.82 93.11 \$0.00 \$0.00	Yes Yes Yes	119.84 191.96 5.82	No No No		Reason > > > >	200	
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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.

Disapprove	Expense Report
-	ge that will be sent to the expense report submitter, as well as any previous approvers of this expense add your own comments if you like. Click Next to disapprove this expense report.
То	memployee@circp1.com
сс	dmanager@circp1.com
Subject	Expense Report Disapproval From Dan Manager (dmanager@circp1.com)
Body	Hello Meredith,
	Dan Manager (dmanager@circp1.com) has disapproved an expense report that you submitted.
	Enter your comments:
	Expense Report Summary Expense Report Name: ReportExecutive - 9/1/2016 - 9/15/2016 Dates: 9/1/2016 - 9/15/2016 Disapproved Total: \$410.73
	Login to Certify to view this report. Login at: https://www.certify.com/Login.aspx
Back	Next

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.

SU C	hannel Islar	nds	Travel – Manager Approval – Exper				
ly App	proval Reques	its					
ne follow	ing expense reports l	have been sent to you for approv	al.				
view	ng expense reports Policy Status	have been sent to you for approv	al. Submit Date	Start Date	End Date Expense Report	Total	
				Start Date 9/1/2016	End Date Expense Report 9/15/2016 ReportExecutive - 9/1/2016 - 9/15/2016	Total \$410.73	

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.

Actions	Status	Date	Category		Details	Amount	Reim	Reim Amt	Billable	Receipt	Reaso
pprove >		10/1/2016	Mileage		✓ >	119.84	Yes	119.84	No		>
pprove 🔇		0 etile ve e	×		✓	191.96	Yes	191.96	No		>
pprove		Actions			✓ >	5.82	Yes	5.82	No	<u>.</u>	>
Approve >	Add N		Edit Expense			93.11	Yes	93.11	No		>
	Inquire Split E	e xpense	Edit Reim. Amount Add Bank Fee	Total Non-Reimb	ursable	\$0.00					
	Disapp			Total P	ersonal	\$0.00					
	Disapp	1010		Total Reimb	ursable	\$410.73					
				Total Disap	proved	\$0.00					
				Total Company Ex	penses	\$410.73					

Expenses Approve All

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.

SU C	hannel Islan	nds	Travel – Manager Approval – Expe				
	oroval Reques	ts nave been sent to you for appro	val.				
	0 1 1	2 11					
View	Policy Status	Employee	Submit Date	Start Date	End Date Expense Report	Total	
View	Policy Status Pending	Employee Kelly Employee	Submit Date 10/27/2016	Start Date 9/21/2016	End Date Expense Report 9/27/2016 Expenses - 9/21/2016 - 9/27/2016	Total \$709.55	
	_						

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**.

Actions	Status	Date	Category		Details	Amount	Reim	Reim Amt	Billable	Receipt	Reason
oprove >		10/1/2016	Mileage		 > 	119.84	Yes	119.84	No		>
pprove		10/3/2016	Lodging		 > 	191.96	Yes	191.96	No		>
pprove		10/3/2016	Coffee, Tea, Snacks		 > 	5.82	Yes	5.82	No		>
Approve		10/4/2016	Meals - Large Group		 > 	93.11	Yes	93.11	No		>
pprove 🔇	Other	Actions	×			2.75	Yes	2.75	No	!	>
	Add No Inquire Split Ex Disapp	kpense	Edit Expense Edit Reim. Amount Add Bank Fee	Total Non-Reimbi Total Po Total Reimbi Total Disap	ersonal ursable	\$0.00 \$0.00 \$413.48 \$0.00					

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**.

Ask a Question About an Expense

Your question will be sent to Meredith Employee. The question and answer will be saved with this expense.

Enter Question	This is missing a receipt. Do you have one?
Allow Expense Edit 📎	
Save Car	ncel

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.

Арр	proval Reques	ts				
llowi	ng expense reports l	have been sent to you for approv	val.			
/iew	Policy Status	Employee	Submit Date	Start Date	End Date Expense Report	Total
C	Pending	Kelly Employee	10/27/2016	9/21/2016	9/27/2016 Expenses - 9/21/2016 - 9/27/2016	\$709.55
C	Inquiry	Meredith Employee	10/31/2016	9/1/2016	9/15/2016 ReportExecutive - 9/1/2016 - 9/15/2016	\$413.48
					Total	\$1,123.03

Viewing the Inquiry Reply

When the submitter/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.

Actions	Status	Date	Category	Details	Amount	Reim	Reim Amt	Billable	Receipt	Reason	
prove >		10/1/2016	Mileage		119.84	Yes	119.84	No	E	>	
prove >		10/3/2016	Lodging		191.96	Yes	191.96	No		>	
prove >		10/3/2016	Coffee, Tea, Snacks		5.82	Yes	5.82	No		>	
prove >		10/4/2016	Meals - Large Group		93.11	Yes	93.11	No		>	
prove >		10/9/2016	Other Transportation		2.75	Yes	2.75	No	!	>	
(Nanager asks: This is missing a receipt. D Employee answers: Sorry, I do not.	o you have one?	\$0.00						

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 <u>karina.cruz@csuci.edu</u> 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.