# CERTIFY GUIDE

LAWRENCE
UNIVERSITY

*February 8, 2021*
*Updated August 1, 2024*

# Contents

# Helpful information regarding processing credit card reports and cash reimbursement requests

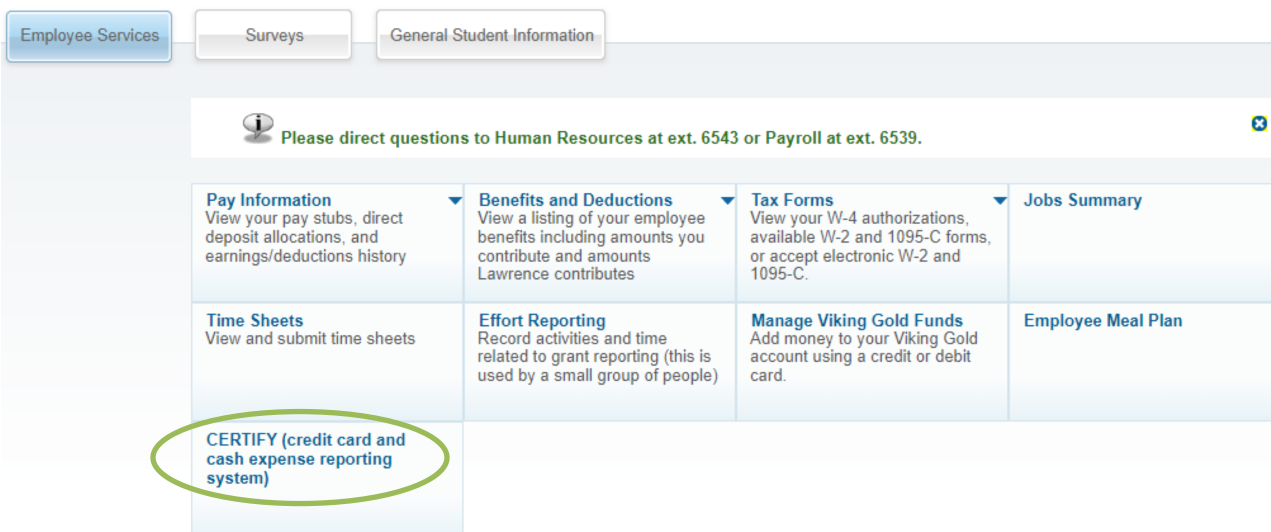
## LOGGING IN ON YOUR DESKTOP

### *BOOKMARKING the webpage*

Every employee will receive a Welcome email after they are set up in Certify. In the Welcome email there will be a link that will allow you to log in to Certify with your Lawrence University credentials (referred to as Single Sign On). Once you are logged in for the first time, BOOKMARK the webpage so you can easily access Certify in the future.

### *Voyager access*

You can also access Certify through **Employee Services** in Voyager.

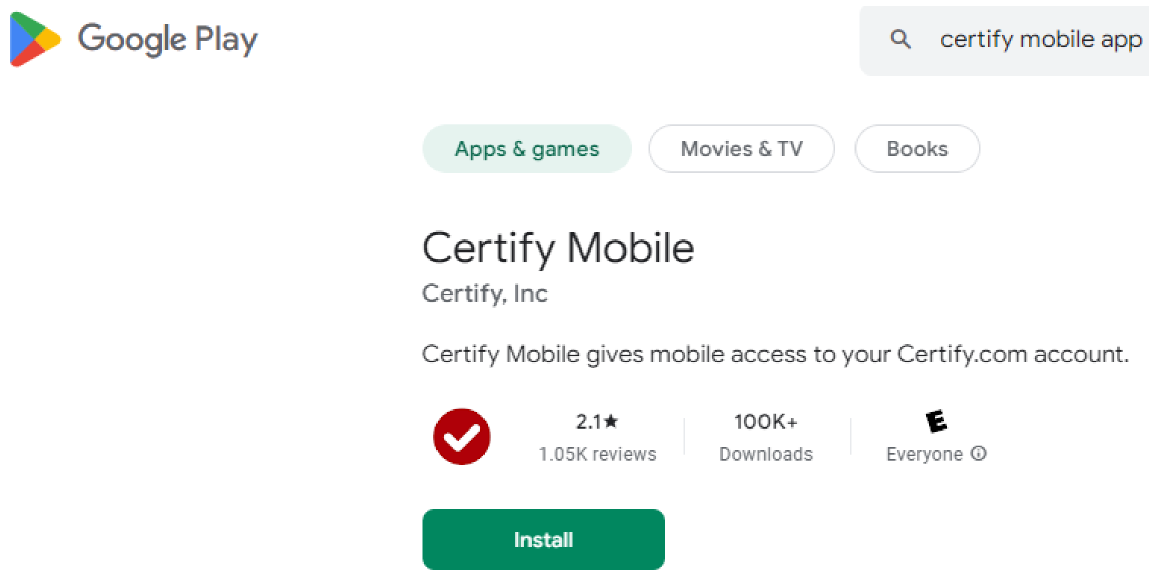



## THE CERTIFY MOBILE APP

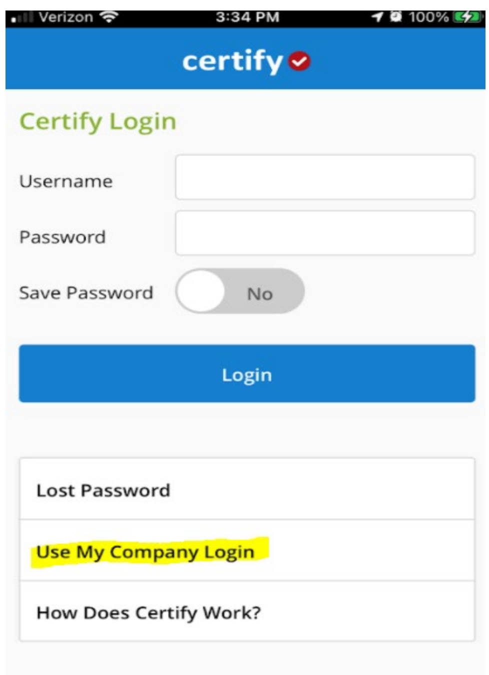
The mobile app can perform all the essential steps that the desktop version can do. It can be used to upload receipts into your account, create an expense report and approve an expense report. The DELEGATE feature is also functional in the mobile app. See page 16. The app is available for both Apple and Android users and should be set up for single sign on ability as well. Follow these instructions to log in for the first time.

## *Single Sign on Instructions for the App*

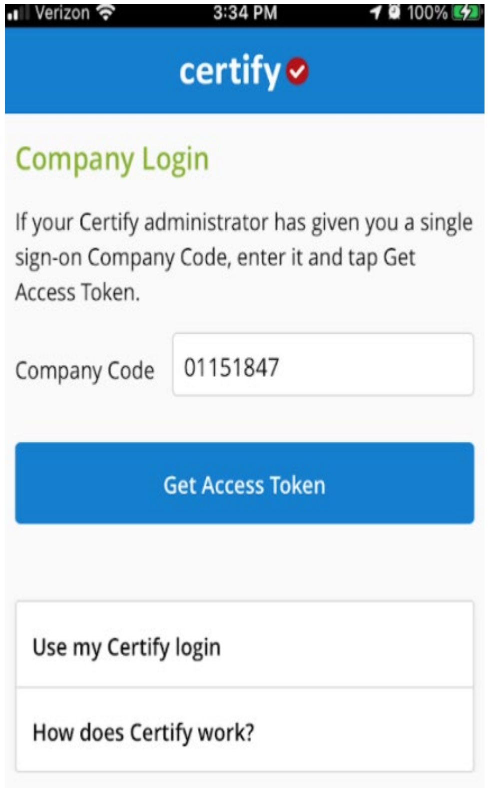
1) Download the Certify Mobile app from the Apple store or Google Play.



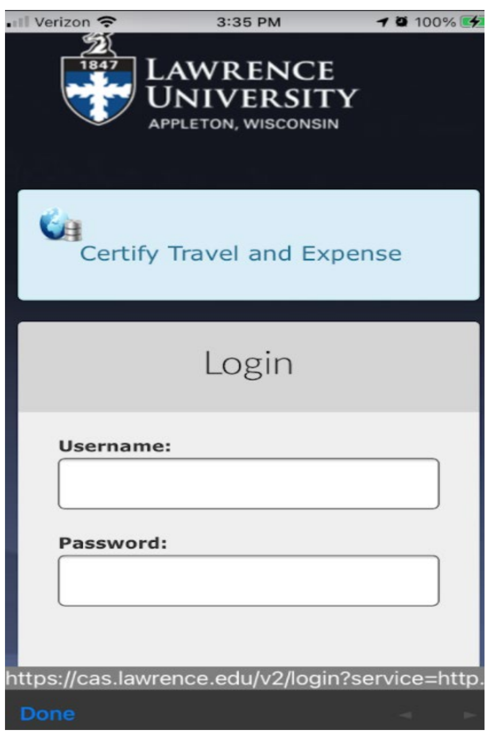

2) When you first open the app select the "Use My Company Login" option:



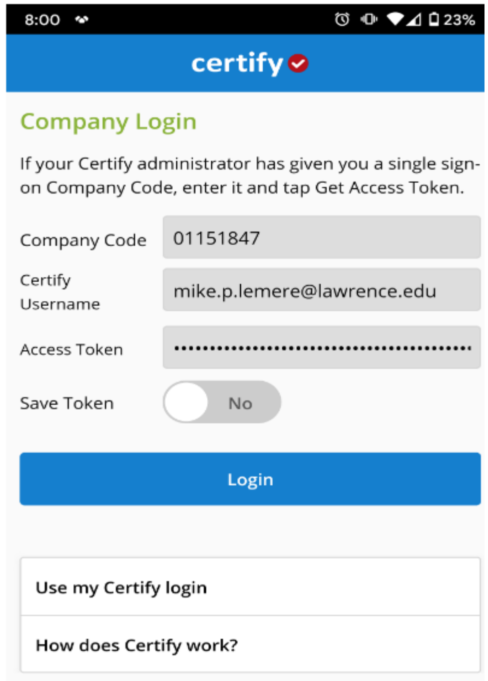
3) In the Company Code box enter 01151847 and click the “Get Access Token” button.




4) Enter in your LU username and password and select Done. (The same one you use for signing onto your workstation, into Voyager, into Banner, etc.)



5) You may get a screen that looks similar to this one showing your Certify ID (i.e., your e-mail address). Click on the Login button to complete signing into the Certify Mobile app.




## *Scanning receipts*

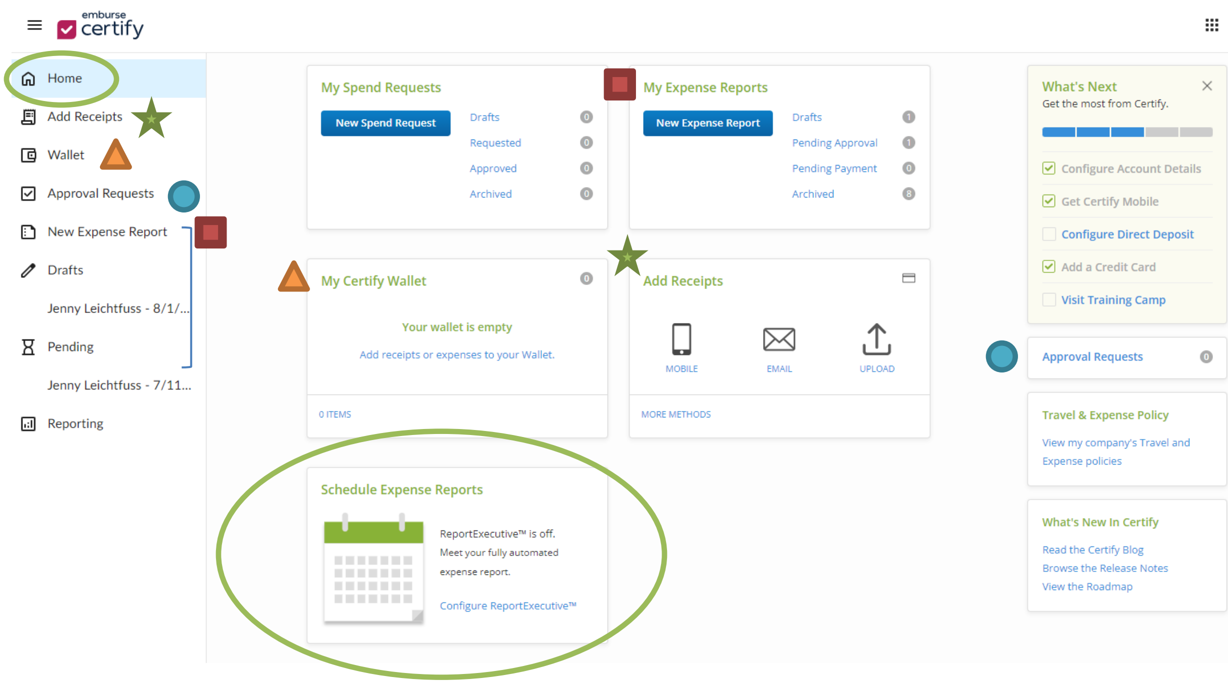
Please watch the Adding Receipts using Certify Mobile video for an introduction of how to add receipts.

**TIP:** You can do as much or as little as you want with the mobile app. If you want to simply send the receipt to your account after you take the picture hit **SAVE** and exit the app. You can finish processing your receipt on your computer.

https://help.certify.com/hc/en-us/articles/15459104199693-Adding-Receipts-using-Certify-Mobile

# NAVIGATING THE CERTIFY HOME PAGE

After you log in, Certify will take you to the home page.




You will notice there is a toolbar on the left side of the screen. There are also boxes in the center and to the right that serve as another option for some of the same items in the toolbar on the left.

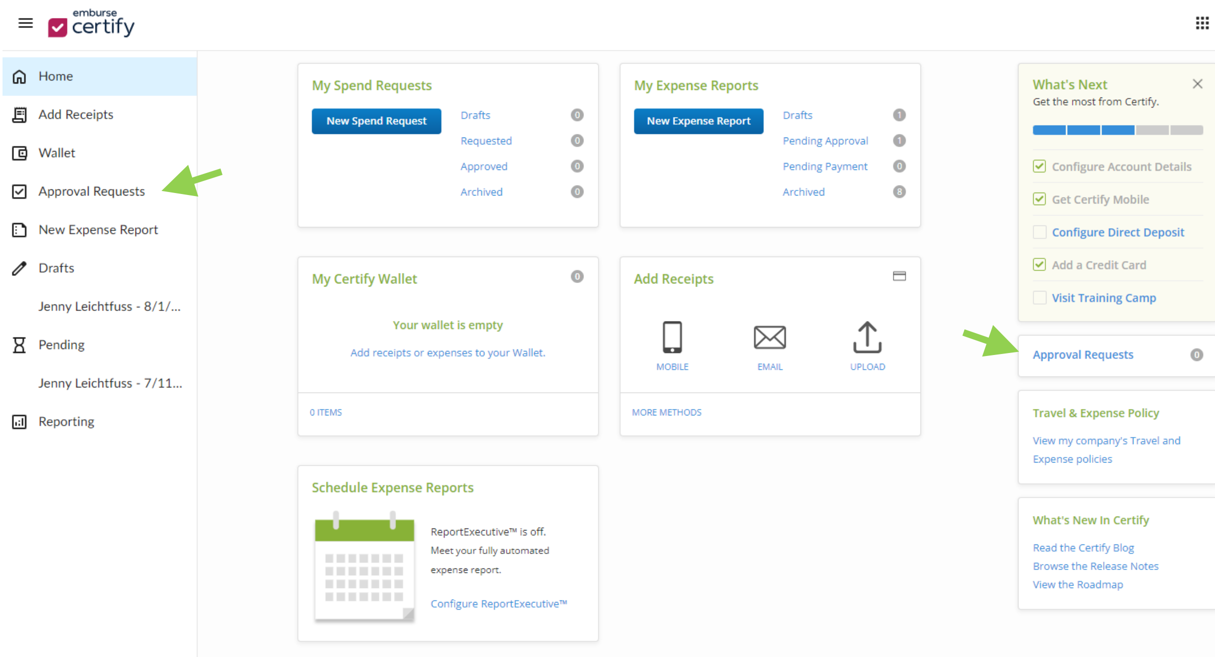
**My Certify Wallet** box allows you to view all your receipts and credit card expenses that have loaded into your account.

**My Expense Reports** box allows you to create a new draft report, view your draft reports, view any reports pending approval, and view any reports that have already been processed (Archived).

**Add Receipts** box shows you all the ways you can add receipts to your account.

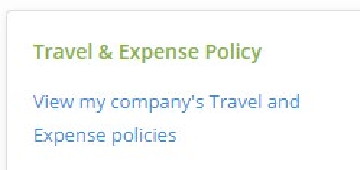
**Schedule Expense Reports** box allows you to create automatic expense reports every month. ReportExecutive™ is off. You are welcome to experiment with this, but it is not required.

On the right side there is another **Approval Requests** option that will allow you to view any reports sent to you for approval.




The large **Certify** button on the left and the tab that says **HOME** both take you back to the home page.

You can find access to ***Lawrence University's Travel and Business Expense Policy*** on the home page.

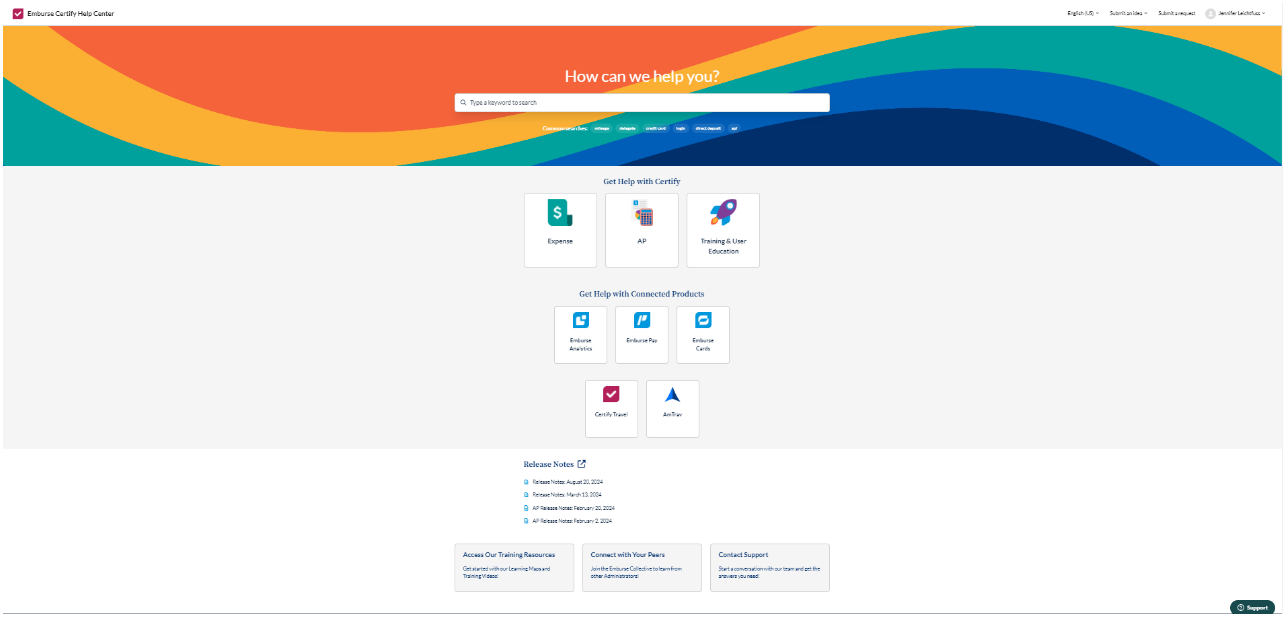



**WALLET** will take you to the same screen as the "My Certify Wallet" option that is on the toolbar.

The drop-down menu at the top of the screen (should just list your name) will allow you to switch to any account you are a delegate for and set up delegates on your account. See page 16.

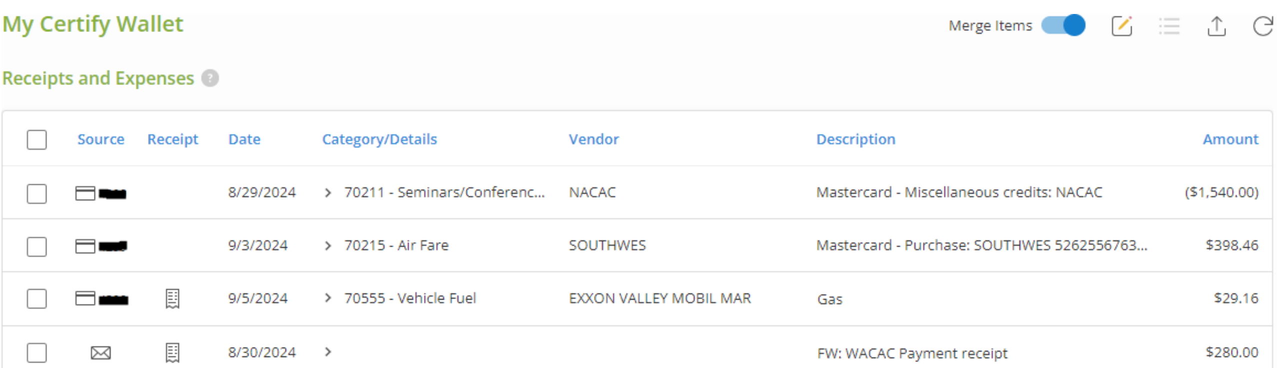
The **ACCOUNT SETTINGS** is where you would go to update direct deposit information.

The **SUPPORT** option shows you all the technical support options in Certify. See page 21.




# CERTIFY ICONS

There are various icons you will see in Certify in your wallet and while creating an expense report. It is important to know what these icons mean and how to tell the difference between a receipt added to your account and credit card charges from Chase.

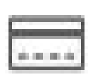


My Certify Wallet

Merge Items

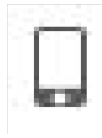
Receipts and Expenses

| Source | Receipt | Date | Category/Details | Vendor | Description | Amount |
|---|---|---|---|---|---|---|
| [redacted] | | 8/29/2024 | 70211 - Seminars/Conferenc... | NACAC | Mastercard - Miscellaneous credits: NACAC | ($1,540.00) |
| [redacted] | | 9/3/2024 | 70215 - Air Fare | SOUTHWES | Mastercard - Purchase: SOUTHWES 5262556763... | $398.46 |
| [redacted] | | 9/5/2024 | 70555 - Vehicle Fuel | EXXON VALLEY MOBIL MAR | Gas | $29.16 |
| | | 8/30/2024 | | | FW: WACAC Payment receipt | $280.00 |

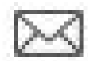


The credit card icon means this item is a charge from your LU credit card. These charges automatically load into your wallet from Chase to Certify. Certify will not allow you to delete anything in your account with this icon. Anything, including fraud, personal expenses, etc. with the credit card icon needs to be included on an expense report.

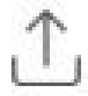
The paper icon means that this is a receipt. If the receipt detail matches a charge in your wallet, Certify will merge the two together and you will see the credit card icon and receipt icon on the same line.



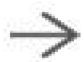
The phone icon means the receipt was added via the Mobile App.



The envelope icon means the receipt was added via email.



The arrow upward icon means the receipt was added by uploading it from your computer.  NOTE: Certify will only allow PDF format files for uploading documents.  You cannot upload a  Microsoft WORD or EXCEL document.



The arrow pointing right means the receipt was added through receipt integration.  We currently have receipt integration with Amazon.

## CREATING AN EXPENSE REPORT

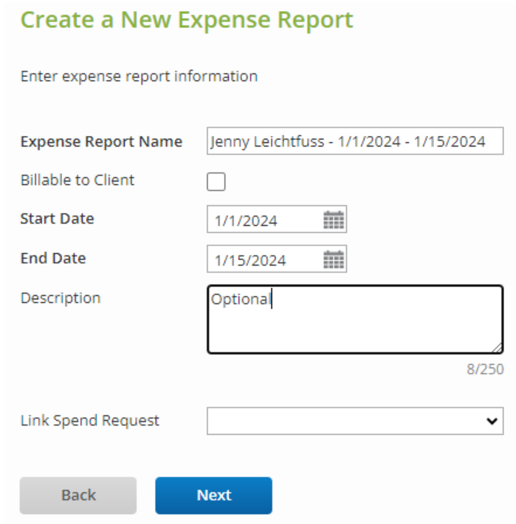
### *Introduction requirement*

Please watch the video titled **CREATING EXPENSE REPORTS** before submitting your first report.

https://help.certify.com/hc/en-us/articles/15461148740493-Training-Tutorial-Creating-Expense-Reports

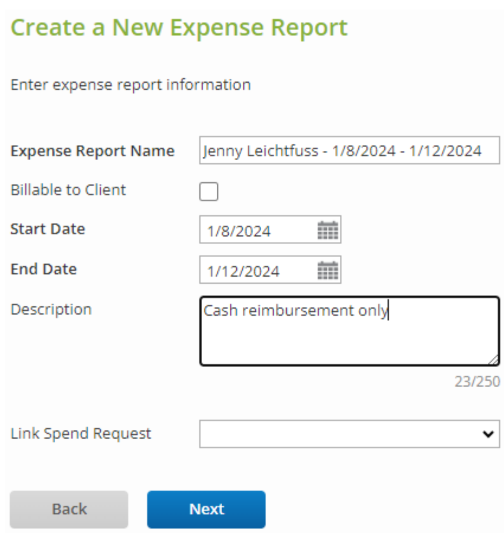
### *Reporting period and naming convention - CREDIT CARD reports*

We require employees to submit **TWO** credit card expense reports each month.  Please only submit a report if there are expenses to report.  The reporting periods are from the $1^{st}$ to the $15^{th}$ and from the $16^{th}$ to the end of the month ($28^{th}$, $30^{th}$, or $31^{st}$).   Title your report with your name and the reporting period.  A description for your report is optional.




## *Reporting period and naming convention - CASH EXPENSE reimbursements*

When an employee has a cash reimbursement expense, this can be combined with their credit card report OR it can be processed as a separate report in Certify. If employees are not requesting a cash reimbursement with a credit card report, we ask that employees ONLY request **TWO** separate cash reimbursements each month. The reporting period should include the date range of the purchases you are requesting reimbursement for. For example, if you purchased a business meal and have a receipt dated January 8, 2024, and you also purchased a hotel stay with a receipt dated January 12, 2024, please fill out your expense report parameters as follows:



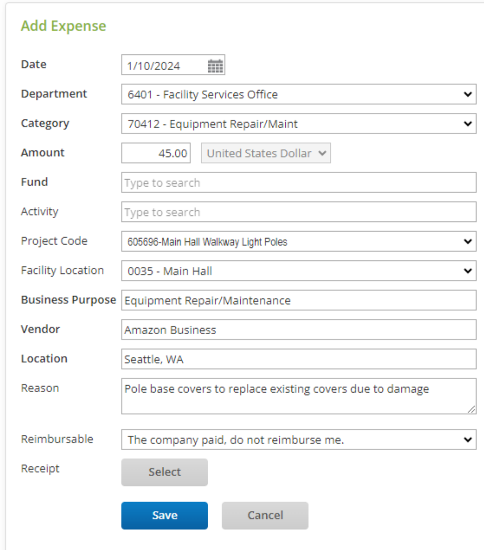

## *Coding*

Certify uses different terminology for a few items. Please be aware of the following:

**CATEGORY = ACCOUNT** (i.e., 70412 Equip Repair/Maintenance)

**DEPARTMENT = ORG** (i.e., 6401 Facilities Services Office)

The **Department, Category, Project Code, and Facility Location** fields are selected **EITHER** with the drop-down menu as seen on the right with a down arrow **OR** by typing to search. The f**und and activity code** are a **TYPE to SEARCH** field only as noted below.




## *Default coding*

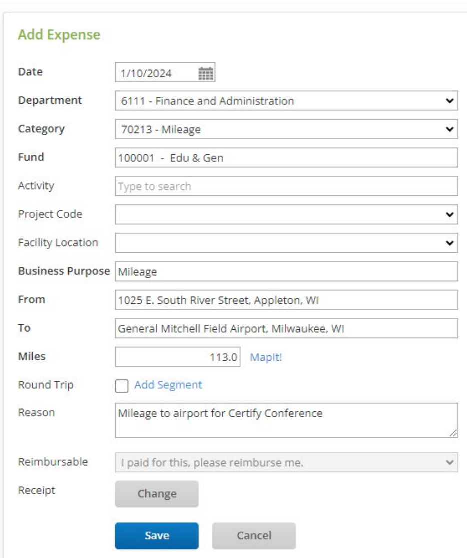
**Department or ORG** – will default to the employee's home department for every transaction.

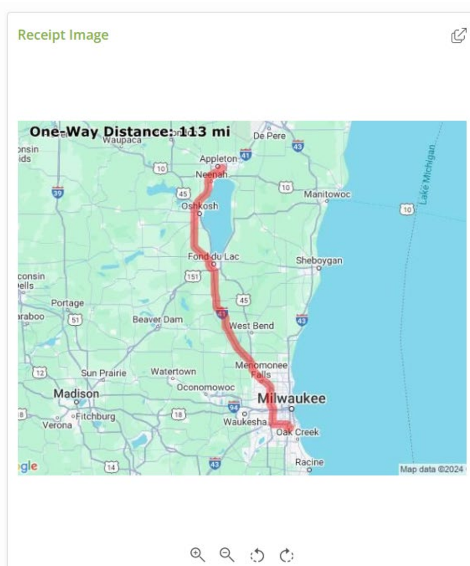
**Category or account** – for most credit card transactions, Certify will be able to determine an appropriate category based on the vendor and will default to that category. This is not going to always be 100% accurate, so always review the category and adjust when necessary.

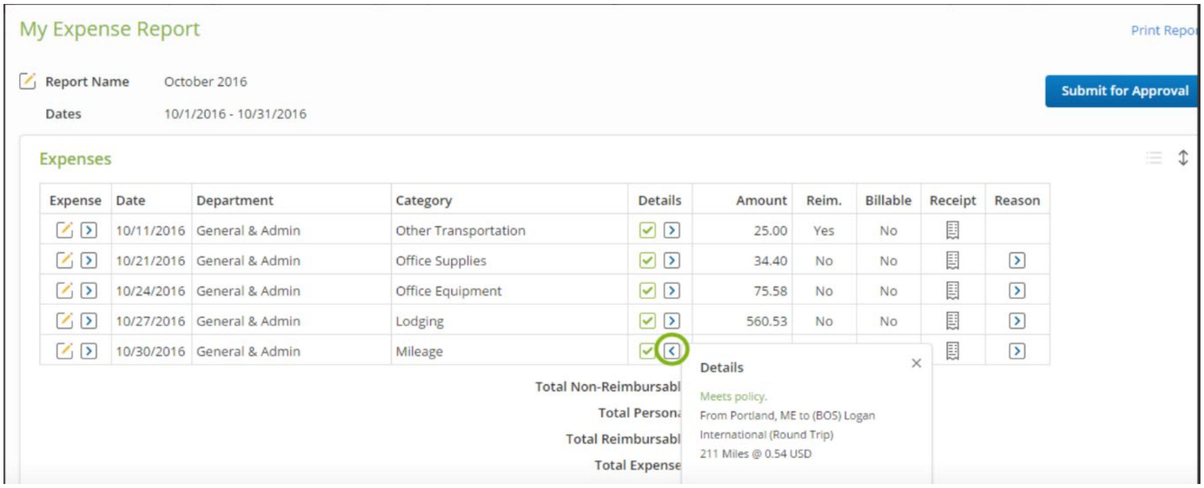
Both of these default codes can be changed at any time under the **EDIT EXPENSE** box.

## *Mileage*

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



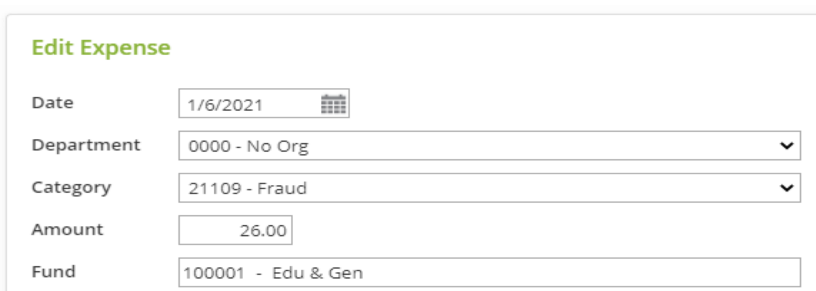



The reimbursable amount will be automatically calculated based on your company's personal automobile use policy. To view the rate applied to your mileage expense, click the arrow (>) in the Details column for the mileage expense line.

### *Personal charge or fraud*

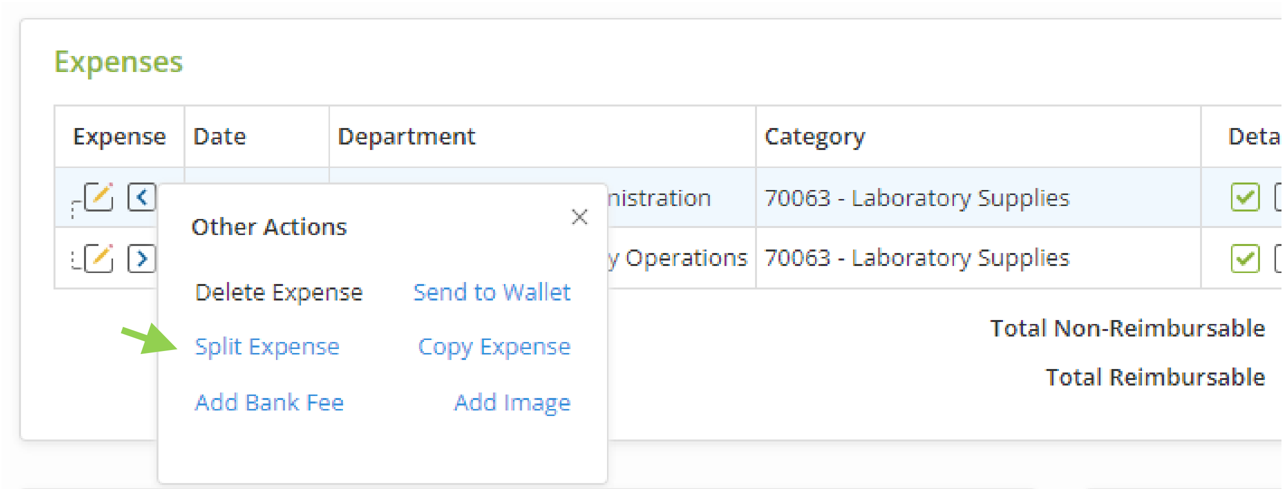
If you accidentally use your LU card for a personal charge, please code your charge the following way using Department **0000-No org**, category **11485 – Personal charge** and fund **100001 – Edu & Gen**.


If you have fraudulent charges on your account, please code with department **0000 – No Org** , category **21109 – Fraud** and **fund 100001 – Edu and Gen.**

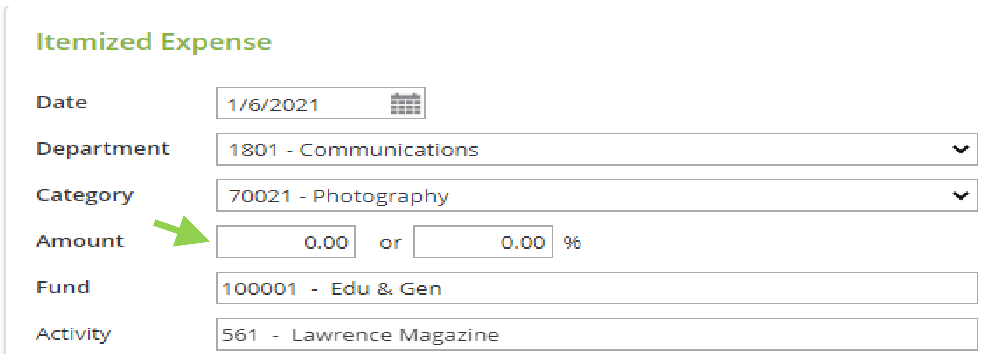



### *Splitting Transactions*

You can code a transaction to multiple categories, funds, and/or departments within Certify. In order to split the transaction, it first needs to be added to your report with the first account coding needed. Once it is in your report, you can click on the arrow under **Other Actions** on the left side and select **Split Expense.**

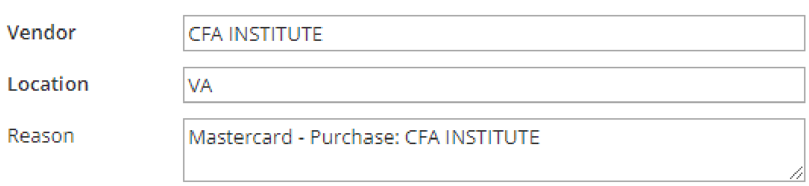



After you select **Split Expense** you can then enter the amount or % and details for the additional coding needed.




### *Business Purpose and Reason*

All transactions made with LU funds must include a business purpose in the **BUSINESS PURPOSE** box in Certify and a detailed description in the **REASON** box. Certify will oftentimes add verbiage to the **REASON** field of a transaction that replicates the vendor name. PLEASE check often to update the reason field with a more accurate business purchase description when your reason box looks like the following:




As an example, if purchasing a meal, list "Department lunch" in the **BUSINESS PURPOSE** box to describe what you are buying and "Team-building lunch for Facilities Services staff" in the **REASON** box to explain why you are buying it.

**NOTE:** If your transaction is under $25 and you do not attach a receipt, PLEASE use the reason box to accurately describe what was purchased.

### *Submitting a CREDIT CARD expense report EARLY*

Please be careful NOT to submit a credit card expense report before the end of a reporting period UNLESS you are 100% certain you will not have any more charges for the reporting period. Therefore, if you had a credit card charge on January 5, 2024, and you will have no other activity on your card from January 6-15, 2024, you can process and submit your report for the period January 1 – 15, 2024 prior to January 15, 2024, rather than waiting until after.

### *Report Due Dates*

Please make every effort to process and submit your credit card reports within **seven days** of the end of the reporting period. Approvers, please also make every effort to review and approve expense reports within **seven days** of their submission for approval. Accounts Payable will process reimbursements within one week of receipt.

### *Missing Receipts*

Certify will require a receipt for every credit card transaction $25 and greater. If a receipt is lost, or you are unable to obtain a copy from the vendor, you will need to complete the Certify Missing Receipt form that can be found on the financial services/accounts payable forms webpage found with the link below. The form is a fillable PDF form. Please complete the form and save it to your computer and then upload it to your Certify account. This will serve as your receipt attachment.

https://lawrenceu.sharepoint.com/sites/FinancialServices/Shared%20Documents/Forms%20for%20Sharepoint/Accounts%20Payable/Missing%20Receipt%20Form.pdf?web=1

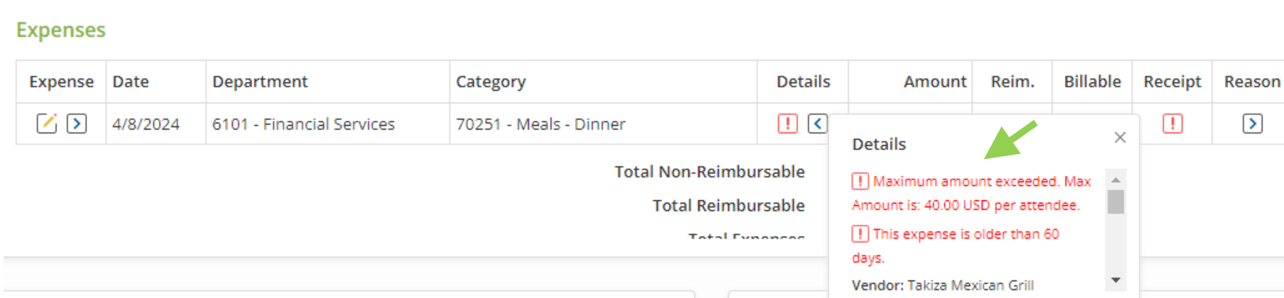
### *Hard and Soft "Stops"*

**Hard Stop = A Requirement** – the transaction will need to be corrected for the following before an expense report can be submitted for approval.

> **MEALS** – A reason, attendee, and Y/N response to whether alcohol is on the receipt will be required.
>
> **RECEIPTS** – All transactions $25 or more are required to have a receipt. If no receipt, fill out the Missing Receipt form. Purchases under $25 do not require a Missing Receipt form. All meal expenses for any dollar amount require a detailed itemized receipt, not just the total receipt. The $25 threshold does not apply to cash reimbursements (non-LU card holders).

**Soft Stop = An Alert** – The transaction will be flagged to alert the approver that the travel and business expense policy is possibly being violated. The transaction will still be allowed to be sent on for approval.

> **MEALS Thresholds** – If the breakfast ($17), lunch ($23), or dinner ($40) threshold is exceeded per attendee, a message will be added alerting the approver. **Users are required to note the exception in the REASON field:**




- **GIFT CARDS** – if a receipt is flagged as being a purchase of a gift card, it will be noted to alert the approver. Please see the Lawrence Gift Card Policy at the link below.

https://www7.lawrence.edu/mw/ljrvgwfgts.pdf

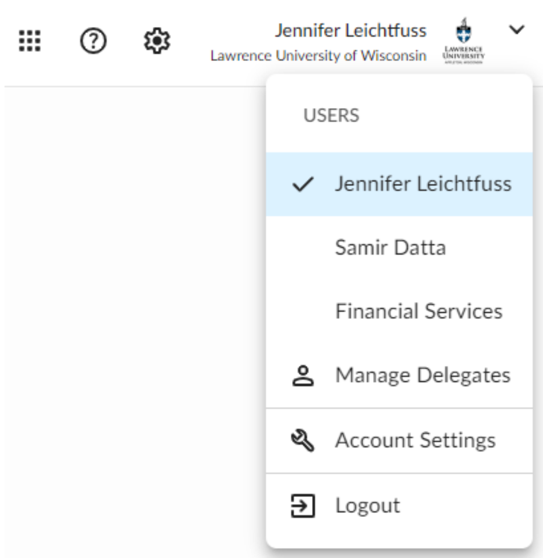
- **AUDIT ALERTS** – Certify is set up to provide various alerts for users and approvers to avoid unwanted transactions or possible violations of our travel and business expense policy.
    - **Duplicate charges** – If a user has multiple charges from the same vendor, for the same amount and potentially on the same date, which will appear to be a duplicate transaction and an alert will show up on the report. The alert cannot be removed and will remain in the report. It should be noted in the **REASON** box or as a transaction NOTE that the transactions are not duplicates.

## DELEGATING HELP ON YOUR EXPENSE REPORT

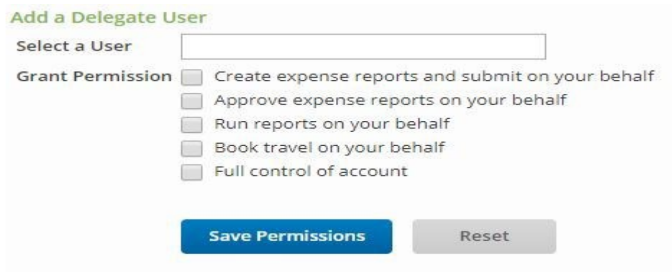
### *Setting up a Delegate*

Certify allows each user to select other employees to act as a delegate on their account. Your Certify support may have already set up multiple delegate assignments on your behalf. A delegate will be able to perform some activities on your behalf. Do not share your login information with anyone. If you wish for someone to be able to perform some activities on your behalf that is currently not set up as a delegate, please follow the steps below.

1. To set up a delegate you will first select the drop-down menu at the top of the screen. The menu should list your name, anyone you are a delegate for, and finally an option to "Manage Delegates." Select the final option to set up a delegate.




2. To find whom you wish to set up as a delegate simply search their name in the "**Select a User**" field. After you find who you wish to be a delegate for your account, you will select what they will be able to do in your account.




**Create expense reports and submit on your behalf –** The delegate will be able to create and submit expense reports for you. However, generally a delegate should **ONLY** assist with creating your expense report and **NOT** submit your report to your approver. Each user should at a minimum understand how to review their own expense reports and submit them to their approver. However, this option can be used sparingly and **ONLY** if your approver is also **NOT** your delegate. This option is great for when someone goes on medical leave, sabbatical, or some other long term absence.

**Approve expense reports on your behalf –** The delegate will be able to approve reports that are submitted to you for approval. This is something that should be used sparingly. This option is great for when someone goes on medical leave, sabbatical, or some other long-term absence.

**Run reports on your behalf –** The delegate will be able to run reports that use your account's data, such as your approval history.

**Book travel on your behalf –** We do not book travel through Certify therefore this option should not be used.

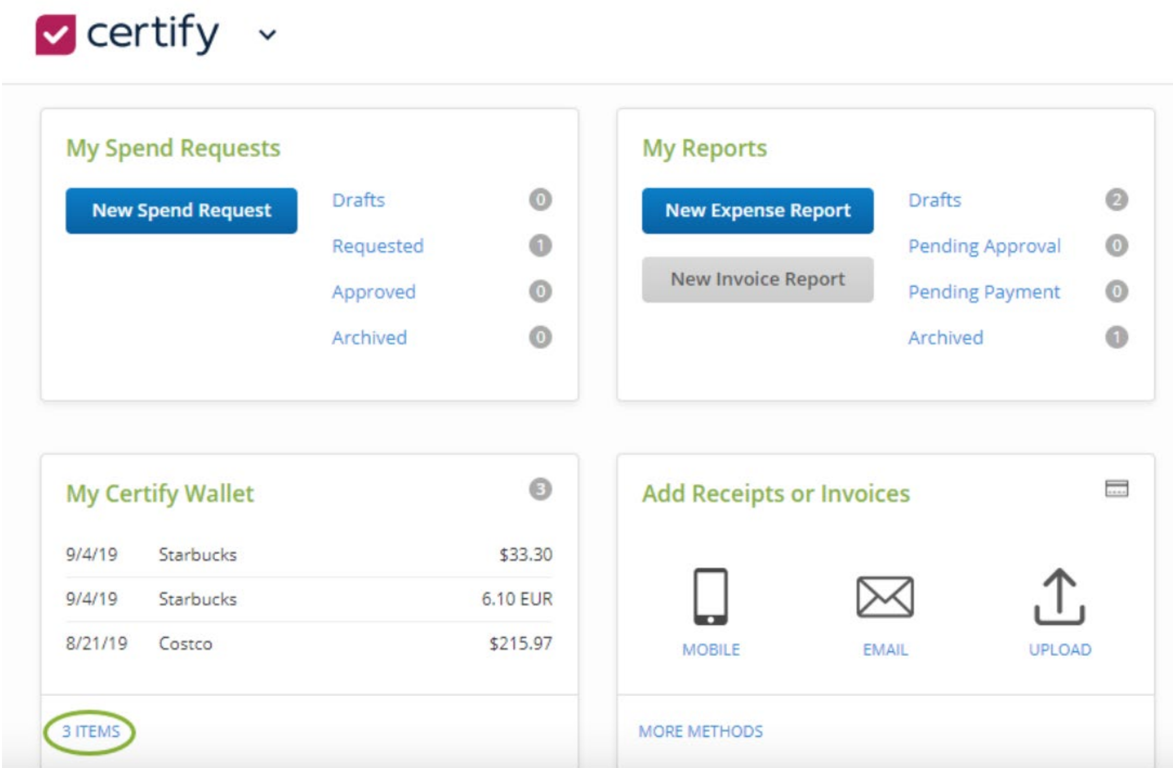
**Full control of account – DO NOT USE.** No one should give full control of their account to another user.

NOTE: If a delegate performs any function on your account, it will be saved in Certify and properly cited. For example, if Jenny Leichtfuss in our office approved a report on Samir Datta's behalf it would say "**Approved by Jenny Leichtfuss on behalf of Samir Datta.**"

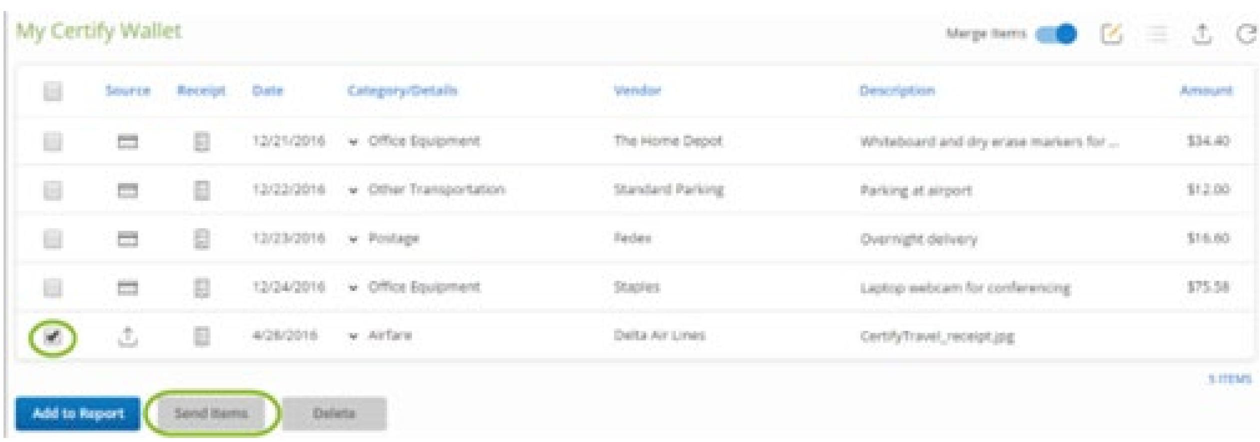
### *Sending a Receipt to Another User*

You can send a receipt that was loaded into your account to another user's account. This is helpful for delegates wishing to send receipts to whomever they are acting as a delegate for.

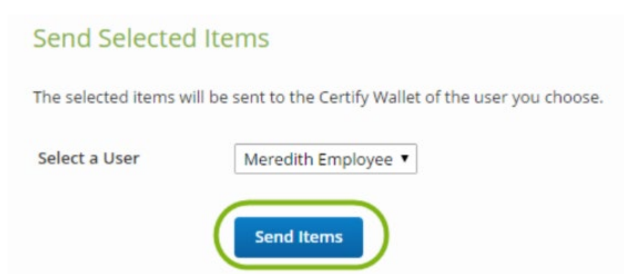
On your account home page, select **More Items** in the Certify Wallet section.




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



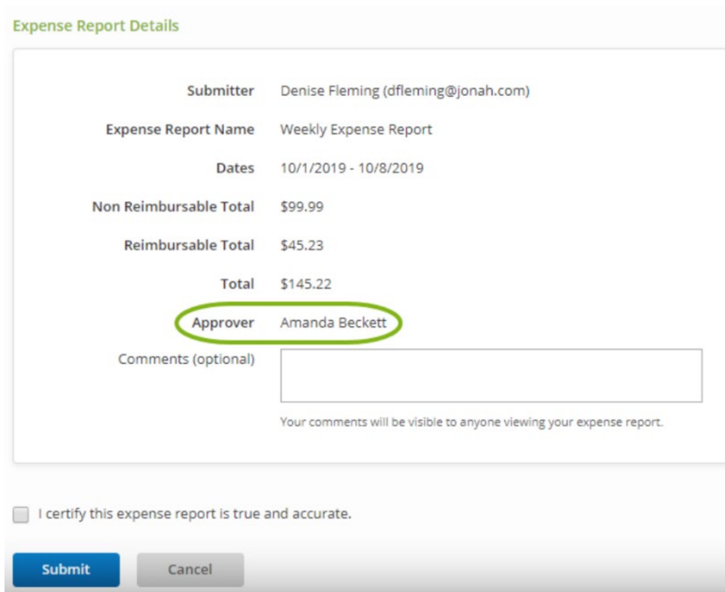

Select a user to send the receipt(s) to in the **Select a User** drop-down menu. Search for who you want to



Click **Send Items** to move the receipts from your Certify wallet to the selected user's Certify wallet.

# DESIGNATE AN APPROVER FOR YOUR EXPENSE REPORT

*View the approver that has been preassigned, and who will receive your expense report next; or*




Enter the approver by clicking in the search box.

Click **Next.**

Enter any extra comments and be sure to click the checkbox next to **I certify this expense report is true and accurate.**

Click **Submit.**

# APPROVING AN EXPENSE REPORT

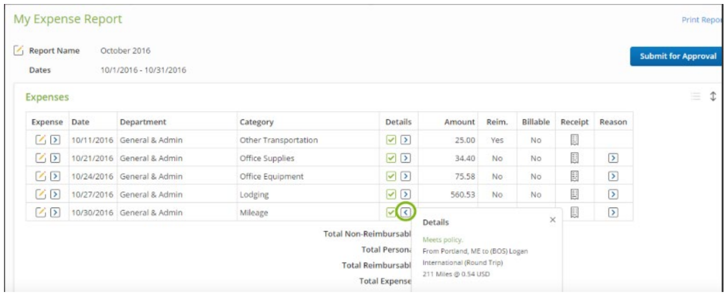
## *Introduction requirement*

Please watch the first three minutes of the video titled **APPROVING & PROCESSING EXPENSE REPORTS** before approving your first report.

https://help.certify.com/hc/en-us/articles/15461132946445-Training-Tutorial-Approving-Processing-Expense-Reports

## *Non-operating fund manager approvals*

Every employee is Certify is assigned their payroll approver to approve all of their charges that are coded to the operating fund, 100001. If an employee codes an expense on their report to a fund other than 100001, their expense report will be forwarded to a second approver that is assigned to that fund, if applicable. Please note that the first approver will need to approve all transactions before the report can be forwarded to the next approver. Certify will know who the next approver is. Once all **FUND** approvers have approved the employee’s report, it will be forwarded to Financial Services for final accounting processing.




<u>NOTE</u>: An employee’s <u>entire</u> expense report will be visible to multiple approvers as the report moves its way through the process.

### *Minimum three click process*

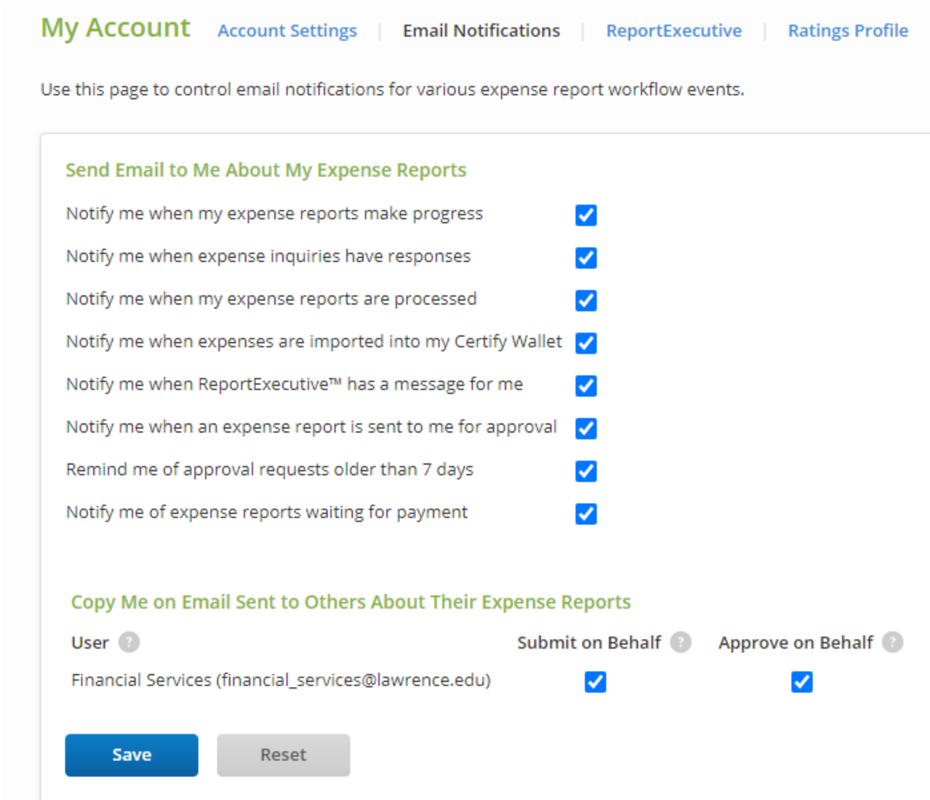
Please note that for an expense report to be approved and on its way to Financial Services for final processing, a single approver will need to have taken three steps.

1. **First** – Approve the line items in the expense report.
    a. Separate lines can be approved on their own or you can approval all lines at once.
2. **Second** – Submit the report for reimbursement
3. **Third** – Submit the report to the next approver or Financial Services

## EMAIL NOTIFICATIONS AND REMINDERS

### *Options*

Every employee has the ability to control the various email notifications and reminders available to them in Certify. This can be found under **My Account, Email Notifications.** Please note that each user’s delegate will also receive the same emails as the user they are a delegate for.



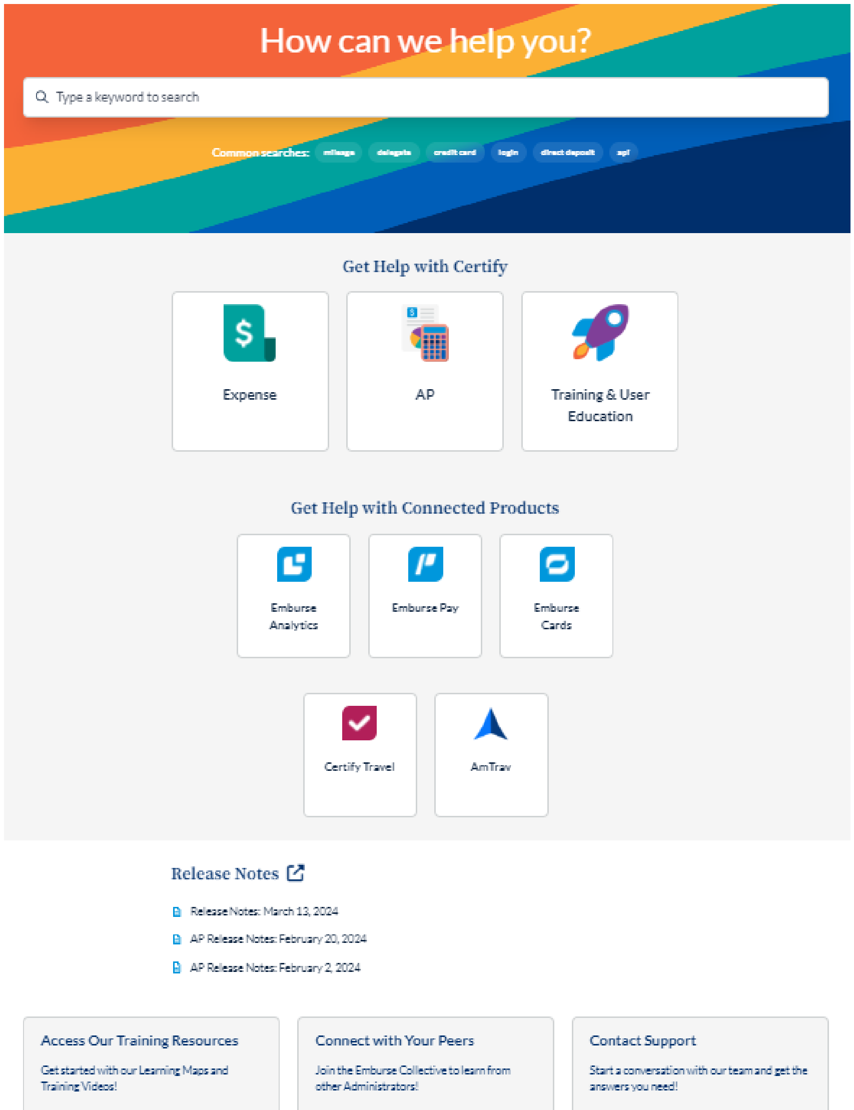

# SUPPORT

Certify has robust training and support tools available at no charge to Lawrence employees. Simply click on the **SUPPORT** ? icon to the right of your account name on the upper right-hand corner of any page within Certify.

### *Options*

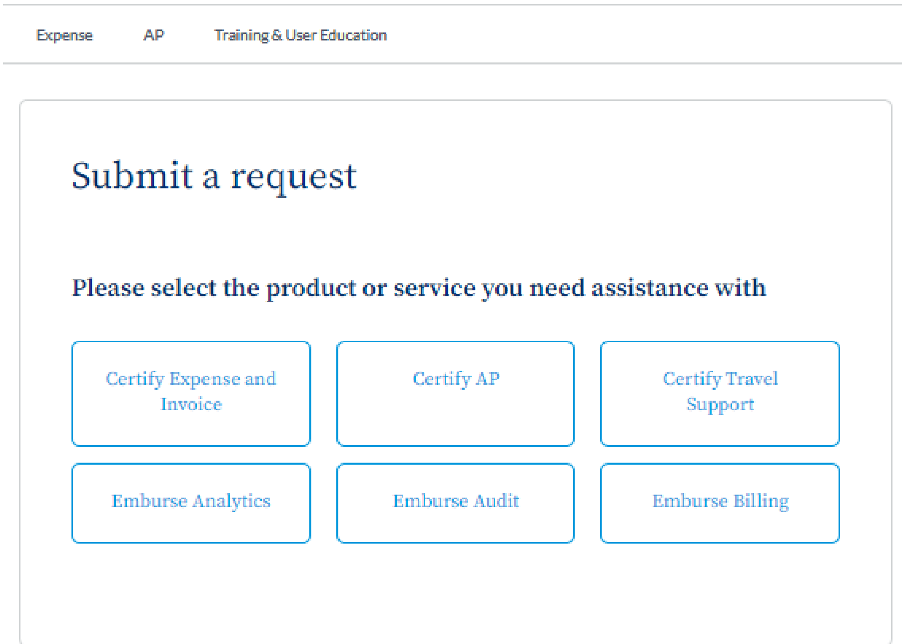
Whatever your learning style, the Help Center tries to include something that works for you:

1. Video Tutorials
2. Certify Training Webinars, Tutorials, and Courses
3. Certify Learning Maps



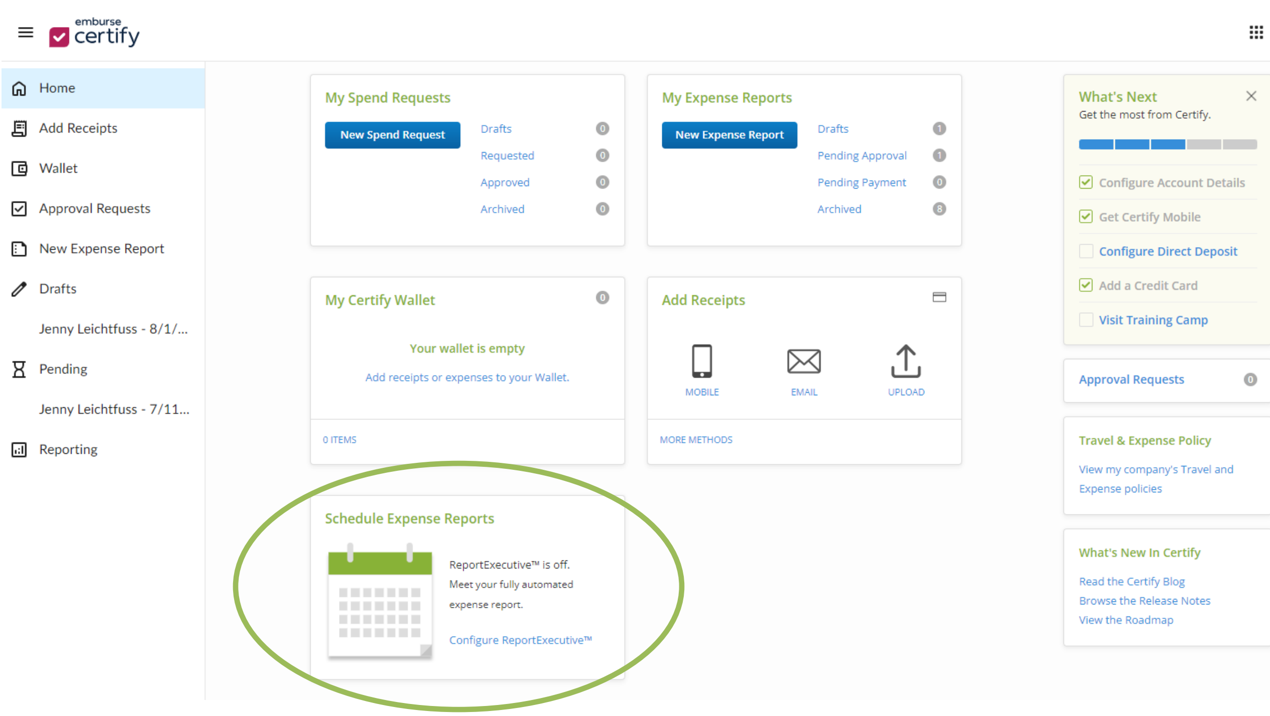

Certify Customer Support:

1. Phone Support - 888-925-0510 Option 2, 24-hour support Monday – Friday
2. Help Center
   https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.certify.com%2Fhc%2Fen-us&data=05%7C02%7Cjennifer.leichtfuss%40lawrence.edu%7Caef7ee25688e455621dd08dcd1d0daf4%7C7e466ddb8f854ee1b1323ff2645c6549%7C0%7C0%7C638615942176961951%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=M973NMaA0d0kbeD38I5ErjXxfdrj9%2BhV7zrGkSPSYU0%3D&reserved=0
3. Email - support@certify.com




# REPORT EXECUTIVE

Report Executive™ is an option available to assist in automating the creation of expense reports. It can be customized on a company wide basis or on an individual basis. At this time, Lawrence University is not using this feature on a company-wide basis but may explore this in the future. If you want to explore this feature, it is acceptable to do so. Access to the options available can be found under the box titled "Schedule Expense Reports" on your home page.



# MISCELLANEOUS - FAQ

### *When will transactions appear in Banner?*

Expenses will ONLY be posted to Banner and be seen in ARGOS budget reports AFTER they have been approved in Certify and processed by Financial Services. Therefore, when users and approvers are not timely with the reports, the data will lag in the University's financial records. It is our goal and belief that Certify has the tools to assist users, approvers, and the accounting team so that we do not get behind and financial reports continue to be timely and accurate.

*USERS*: Please continue to submit reports within one week or seven days of each reporting period.

*APPROVERS*: Please approve reports within two weeks of the reporting period OR within one week of the report being submitted to you whichever is sooner.

### *If I do not use my credit card in a reporting period, do I need to still submit a report?*

No. You only need to submit a credit card report if you have credit card transactions within the reporting period.

### *How long will items remain in my wallet?*

Receipts sent to your wallet or credit card transactions loaded to your wallet will remain in your wallet indefinitely until a user either adds them to an expense report or deletes them from their wallet. Certify will NOT remove items in user's wallets. Therefore, users do not need to worry that items will "disappear" from their wallets.

### *Why are transactions not showing up in my wallet the same day that I use my credit card?*

It will usually take 2-3 days for a transaction to show up in your Certify wallet. This is because not every transaction posts to the credit card company on the same schedule depending on the vendor. Therefore, you may notice that after you complete your credit card report that a transaction is added to your wallet that you did not expect and is dated within the credit card expense report you just completed. If that lag time occurs, do not worry and try to correct the report you just submitted. You can add the new charge to your next credit card report. You may need to adjust the date range of your next report to include the date of the transaction, or you may have an error when submitting your report for review.

PLEASE NOTE: If it is important that the missed transaction gets processed sooner than waiting for the next reporting period, please ask your approver to disapprove your report and sends your report back to you and you can edit it. You can also reach out to Financial Services to send your report back for editing if it has not been fully processed.

### *Can I delete items from my wallet?*

You can delete <u>receipts</u> from your wallet; however, you cannot delete <u>credit card transactions</u> from your wallet.

You may forget that you had previously sent a receipt to your wallet and end up with a duplicate copy in your wallet. You may also realize that the quality of the receipt image is not good, and you want to send a new image to your wallet. These are reasons you may need to delete a receipt from your wallet.

Please follow the steps to delete a receipt as provided in the link from Certify Support.

https://help.certify.com/hc/en-us/articles/115000438014-Deleting-Receipts-Expenses-from-the-

[Wallet](#)

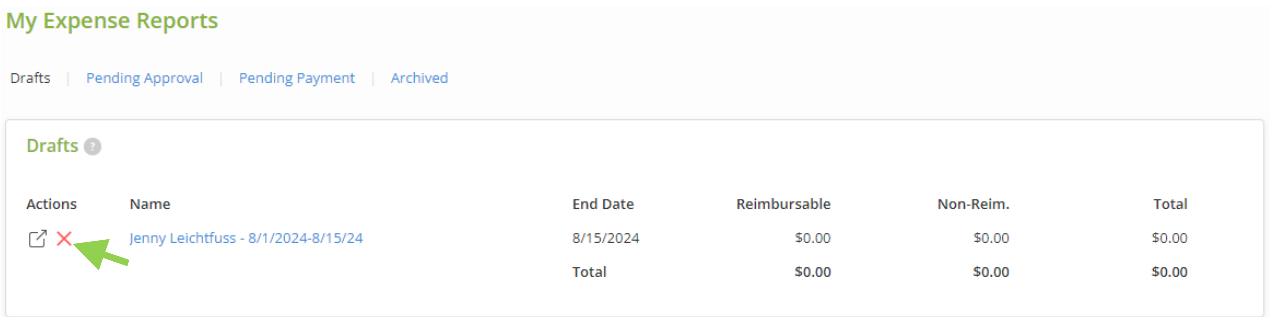
### *How do I edit a receipt?*

Please follow the steps provided in the link from Certify support to learn how to EDIT your receipts.

https://help.certify.com/hc/en-us/articles/115005260847-Editing-Receipts-Expenses-in-the-Wallet

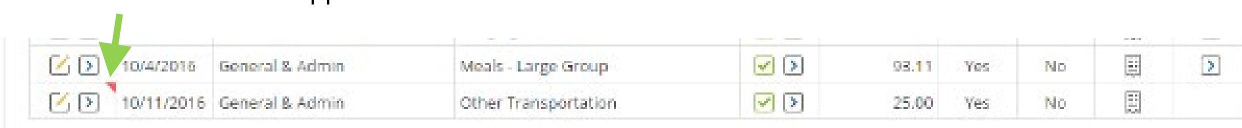
### *How do I delete an Expense Report?*

Click on **DRAFTS** in the menu on the left side of your Home page.  Under Actions there will be a red X that will allow you to delete your draft expense report.




### *What does the red carrot mean in the EXPENSE box on the far left of my expense report?*

This means that the particular line on your expense report needs to be "cleaned up" before you will be allowed to submit it for approval.




### *What is the Cleanup Wizard?*

The Cleanup Wizard guides you through the "errors" or missing items on your expense report that need to be fixed before you can submit your expense report.


### *How do I add multiple receipts or images to one transaction?*

If you wish to add multiple images to a transaction, please refer to the Certify article found at this link.

https://help.certify.com/hc/en-us/articles/115006501248-Adding-Multiple-Images-to-an-Expense-Line

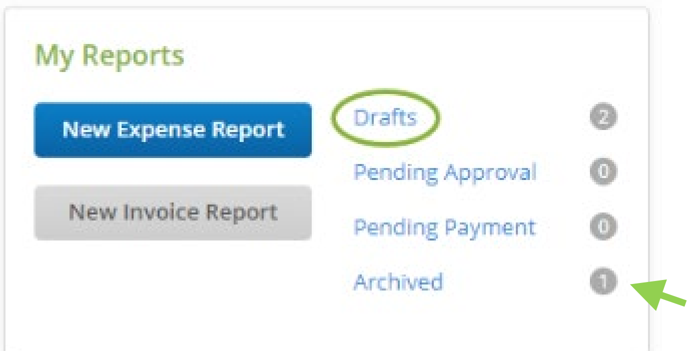
### *How do I attach one receipt to multiple transactions?*

If you wish to add the same receipt to multiple transactions in your expense report, please refer to the Certify article found at this link.

https://help.certify.com/hc/en-us/articles/360033786213-Adding-a-Receipt-to-Multiple-Expense-Lines-in-a-Draft-Report

### *What should I do with my paper receipts?*

You should be able to see all processed reports in the **Archived** reports section on your **HOME** page. Certify is a non-purging system so past expense reports will remain in the **Archived** category permanently. ***This will be a good place to refer back to historical coding and vendor history***.




### *When are Certify reports due?*

Please make every effort to submit and approve within **one week** of each reporting period. This will allow us to continue to have accurate budget reports by the 20th of the following month that we are all accustomed to receiving.

**NOTE:** Anyone who is more than 60 days late submitting their credit card report for approval will have their credit card blocked until all submitted activity becomes up to date.

## LAWRENCE KEY CONTACTS

### *Financial Services*

Jenny Leichtfuss, Executive Assistant, (920) 832-7205

Amy Friedel, Controller, (920) 832-7164