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Introduction

Chrome River is an online application for travel and expense reimbursement and PCard reconciliation. This system replaces BannerWeb Travel & Expense Report and Check Request Form for reimbursements and PaymentNet for PCard reconciliation.

Chrome River provides a fully electronic solution for expense reimbursement and PCard reconciliation. Receipts can be emailed, uploaded, or sent from your phone, so users no longer need to keep paper receipts and tape them onto paper for submission. Offering integrated per diem rates, international exchange rates, and a mileage calculator, the system allows travelers to quickly enter these expenses without needing to reference other websites or print out documentation.

Reports are submitted electronically and automatically route to the appropriate approvers (by email) and then to Accounts Payable or the PCard Office, and users can track where their report is in the process at any time. The system simplifies the work of approvers by flagging many potential compliance issues and delivering reports, along with attached receipts, business purposes, and any explanations provided by the submitter, right to their email.

Roles and Responsibilities

Per the Use of University Funds and Financial Responsibilities policy, approvers are responsible for approving that University resources are being spent for a business purpose, and all spending is appropriate, necessary, and reasonable.

Approving an expense signifies the following:

- There is an appropriate business purpose for the expense
• It conforms to University policy and other relevant regulations and restrictions
• The expense is reasonable
• The expense has documentation (i.e., a receipt)
• The approver has actual knowledge of the transaction



CHROME RIVER APPROVER MANUAL

Approval routings are automatically assigned in the system based on University policies. The approval routing for all charges submitted on expense reports and PCard reconciliations will include both the supervisor of the report submitter (as recorded in Banner) and the financial manager for any charged Index. For a given report, if the supervisor and submitter are the same person, they will only be required to approve the report once. When receiving a report for approval, the notification email will specify why an expense has been assigned to the approver in the **Reason Assigned** field.

Expense Details			
12/02/2019	Office Supplies	--	87.22 USD
	23456	School Spirit	
Business Purpose	Reimbursement for miscellaneous office supplies ordered		
Reason Assigned			Route to Index Budget Owner

Approval delegation may only occur on a temporary basis (e.g., while an approver is on vacation). Any long-term delegation of approval responsibilities must be discussed with and approved by the University Controller. In order to assign an approval delegate in Chrome River, see [Add an Approval Delegate](#).

Approvals in Chrome River

Chrome River will automatically route reports to the appropriate approvers based on system rules and assignments. Approvers will receive an email notification informing them when they have a pre-approval or expense report in their queue for approval and have several options for approving the report.

Approval via Email

Chrome River will email approvers expense reports requiring their approval. Approvers have the ability to **approve all** expenses on the report for payment or **return all** expenses on the report to the expense owner with questions or comments from within the email. Approving or returning only specific line items within a report requires the approver to log in to the Chrome River application, which can be done through the link at the bottom of the email.

The email approvers receive includes most of the details of the report, including the ability to view receipts associated with each expense. At the bottom of the email, approvers can view an expense summary and will also see **ACCEPT** and **RETURN** buttons.

Note that at the bottom of the report you can click the **VIEW RECEIPTS** link to view a PDF of all receipts attached to the report.



CHROME RIVER APPROVER MANUAL

Report ID: QA00-2022-5022

ACTION REQUIRED Chrome River

Expense Report for: **WebstUR Spider [Mascot]**
 Report Name: **Reimbursements - December 2019**
 Submit Date: **01/24/2020**
 Expense Dates: **12/02/2019 - 12/03/2019**
 Total Expenses: **115.53 USD**
 1-Report Type: **Non-Travel Reimbursement or Refund (not to a current student)**
 2-Business Purpose: **Reimbursement for miscellaneous office supplies ordered**
 3-Payee Type: **UR Employee**

Account Summary Amount (USD)

23456	School Spirit	--	115.53
-------	---------------	----	--------

Expense Details

12/02/2019	Office Supplies	--	87.22 USD
	23456	School Spirit	

Business Purpose: Reimbursement for miscellaneous office supplies ordered
 Reason Assigned: Route to Index Budget Owner

Financial Summary Amount (USD)

Total Expense Report	115.53
Less Company Paid	0.00
Amount Due Employee	115.53

ACCEPT
RETURN

[View Receipts](#) Report ID: QA00-2022-5022

To take action on these expenses, take either of the following steps:

- Click on the **ACCEPT** or **RETURN** button as appropriate and add any comments to the new email that opens,
- OR **FORWARD** this email to chrome@ur.chromeriver.com or chrome@ur.chromeriver.com with any comments at the top of the forwarded message.

To view this expense report or access the Chrome River application, [click here](#)

Any compliance issues for line items will be noted with a Compliance Warning flag, as well as an explanation of the compliance issue and a response from the expense owner.

12/03/2019	Postage and Shipping	--	28.31 USD
	23456	School Spirit	

Business Purpose: Reimbursement for miscellaneous office supplies ordered
 Reason Assigned: Route to Index Budget Owner

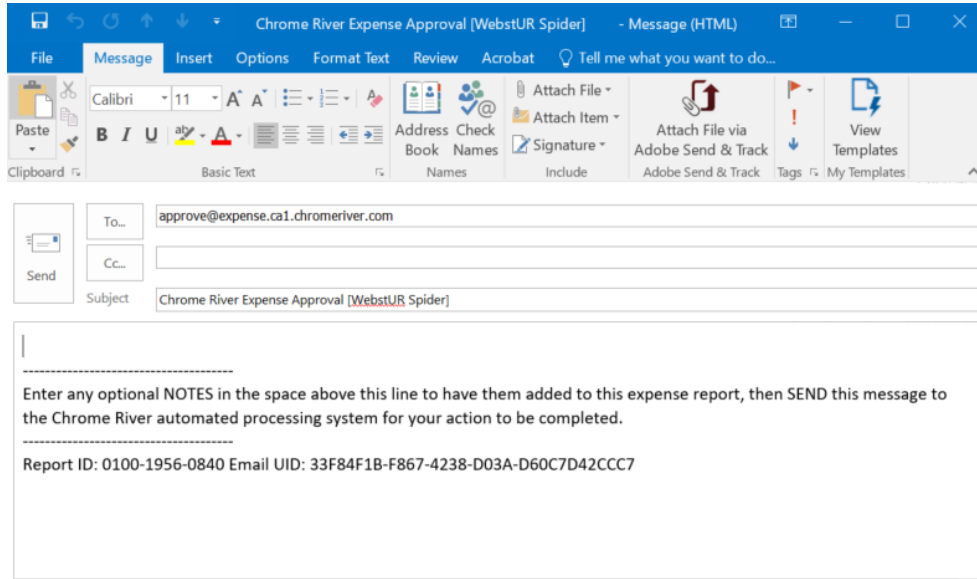
!! Compliance Warning !!

Postage and Shipping: Receipt required for this expense
 Response: I think I lost it. Sorry!

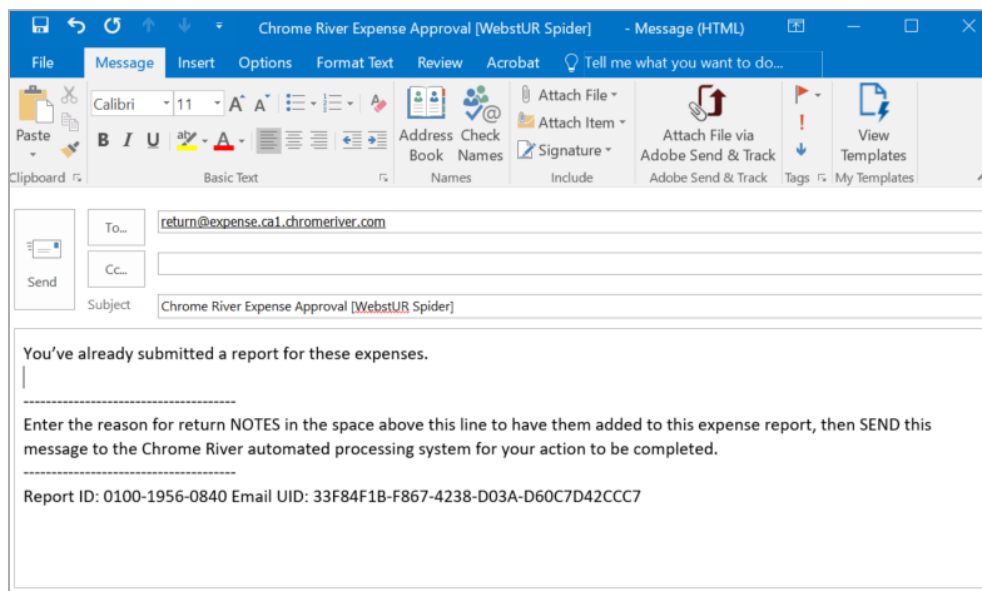
To approve a report by email, click the **ACCEPT** button. This will bring up a new email window that you will need to **SEND**. If you have any comments you would like to include on the report, you can type them into the body of the email before sending, and they will be added to the report. (This is optional.) Once you hit send, the system will be notified of your approval, and the report will move forward in the approval queue.



CHROME RIVER APPROVER MANUAL



To return the report, click the **RETURN** button. This will also bring up a new email window that you will need to **SEND**. You can enter an explanation for why you are returning the report that will be provided to the report submitter. Once you hit send, the system will return the report to the submitter for corrections. If an approver returns a report, the resubmitted report will route back to the same approver and will not require additional approval from previous approvers, if applicable.



While approvers can return a report from within the email, they cannot adjust a report from within the email. Instead, they must do so from within the Chrome River application, which is accessible from the link at the bottom of the email.

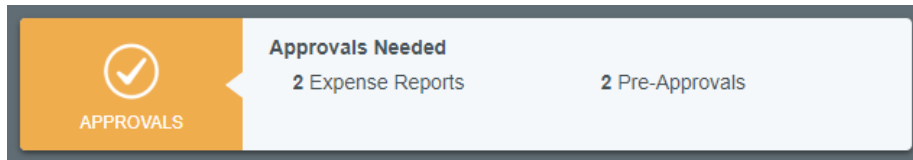
Note: If you attempt to approve via email an expense that has since been changed (e.g., the expense owner has recalled or resubmitted the report) you will receive an Expense Approval Failure Notification email alerting you to reattempt your approval via the most recent approval email for that report.



CHROME RIVER APPROVER MANUAL

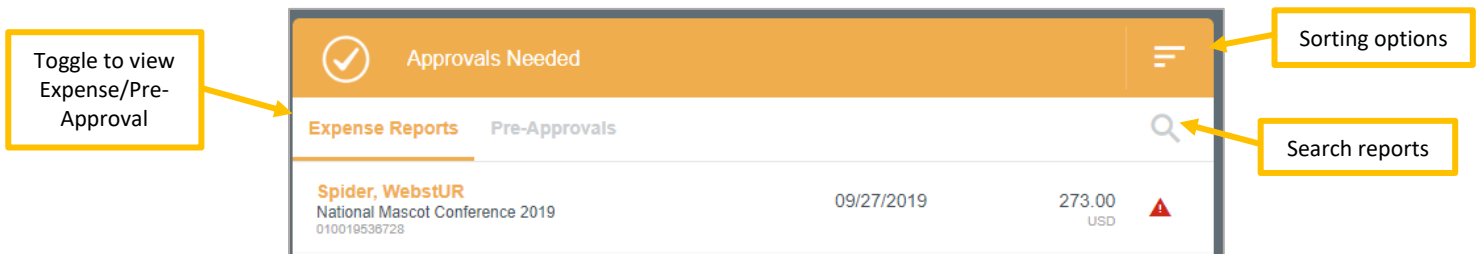
Approval in Chrome River Application

After logging into Chrome River, any approvers with reports pending approval will show up in the yellow box in their Dashboard. This box will display a count of the number of expense and/or pre-approval reports awaiting approval. Click on either **Expense Reports** or **Pre-Approvals** to access the respective list of reports.

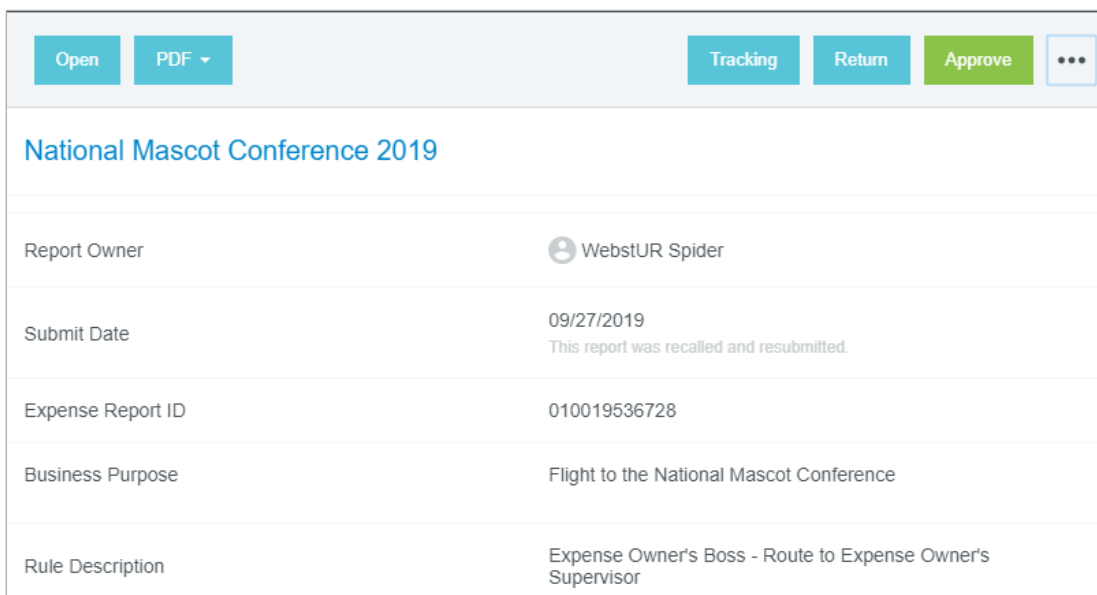


Within the Approval List, you will see any reports awaiting your approval. If you would like to sort these reports differently, you can do so by clicking the menu button in the top right corner of the approval panel. If you have both expense reports and pre-approvals awaiting approval, you can toggle between the two by clicking the titles at the top. If you have many reports awaiting approval and would like to search for a specific one, you can do so by clicking the magnifying glass icon and searching by Expense Owner or Report ID.

Note that any reports submitted with compliance warnings will be noted with a red triangle symbol on the line of the report.



Click on any report in the approval list, and the report header will display in the window on the right side of the screen. This will include a summary of the expenses, funding sources, and all receipts attached to the report.





CHROME RIVER APPROVER MANUAL

From the report preview window, you can perform the following functions:

- **Open** – This will open the full report
- **PDF** – This will provide several options for printing the report to PDF
- **Tracking** – This provides a summary of the tracking of the expenses within the report. Note that based on the index charged, each line on a report can potentially route differently. Click on each expense line to view the tracking information for that item.
- **Return** – Return the report to the submitter. The approver will be asked for an explanation and all lines of the report will be rejected. The entire report will be returned to the submitter. If you would like to reject individual line items, you can do so in the full report.
- **Approve** – This will approve the full report. It is recommended that approvers review the detailed report before approving.
- **Reassign** – Clicking on the ●●● will display the option to reassign the report. Generally, this functionality should not be used. If you believe you have received a report to approve in error, please contact [Accounts Payable](#).

Additionally, you may add comments to the report by entering them in the **Comments** section of the report summary.

Index (Allocation)

23456 School Spirit
--

Comments (0)

Add Comment

Post

We encourage approvers to open the full report by clicking the **OPEN** button at the top of the report summary. After opening the full report, all of the submitted expenses will now be listed on the left side of the screen. To view details of an expense, click on the expense and the details will display on the right side of the screen, including any receipts.

Expenses For WebstUR Spider

National Mascot Conference 2019

0 Comments 2 Attachments

DATE	EXPENSES	SPENT	APPROVED
Sun 09/15/2019	Airfare	275.00 USD	275.00 USD ✓
Sun 09/15/2019	Meals - Per Diem	52.80 USD	52.80 USD ✓
Mon 09/16/2019	Meals - Per Diem	66.00 USD	66.00 USD ✓
Mon 09/16/2019	Parking	30.00 USD	30.00 USD ✓
Tue 09/17/2019	Meals - Per Diem	66.00 USD	66.00 USD ✓
Wed 09/18/2019	Meals - Per Diem	13.20 USD	13.20 USD ✓
Wed 09/18/2019	Car Rental	210.00 USD	210.00 USD ✓

Return
Total Approved Amount
713.00 USD
Submit

Images
Reconcile
Reassign
Adjust
Return

Airfare

✓ Approve

Transaction Date: 09/15/2019

Spent: 275.00 USD

Approved: 275.00 USD

Business Purpose: Professional development and networking with other mascots

Description:

Airline: JetBlue

Airline (additional): -- Select --

Class: Economy/Coach

Trip Type: Employee Travel

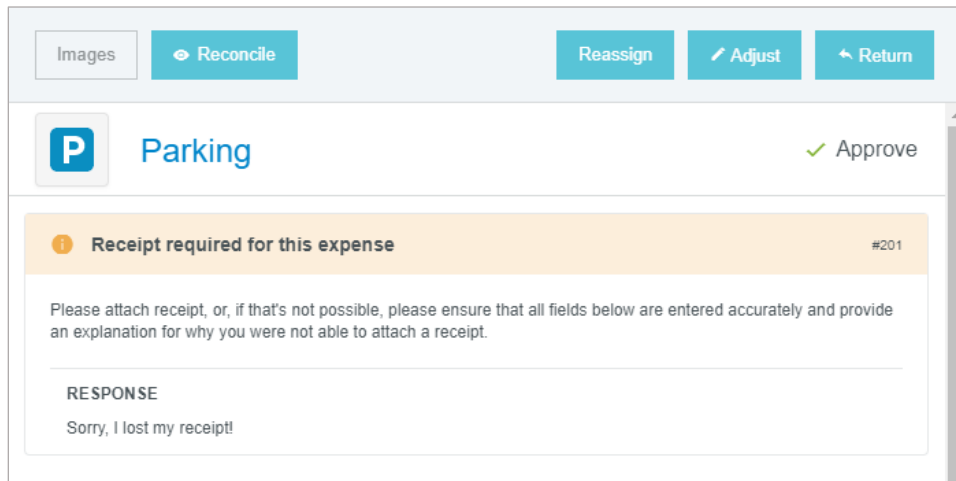
Index (Allocation)

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CHROME RIVER APPROVER MANUAL

Any expenses submitted with a compliance warning will be noted with a red triangle symbol on the line item. If you click on these line items, a warning box will display at the top of the expense summary detailing the compliance violation along with an explanation from the report owner.



Similar to the report header, you may also add comments to individual expense items by entering them under the **Comments** section.

Within an individual expense, approvers have the option to reassign the item to another approver, to adjust the item, or to return the item to the expense submitter.

Reassign an Expense

Much like reassigning the report, the approver can reassign a line item to another system user. However, generally, this functionality should not be used. If you believe you have received a report to approve in error, please contact [Accounts Payable](#).

Adjust an Expense

The following are the items that an approver can adjust on an expense:

- **Approved amount** – approvers can only adjust the approved amount down
- **Business purpose**
- **Index (Allocation)**
- **Comments** – approvers can add an additional comment, but they cannot remove comments
- **Attachments** – approvers can add additional attachments

After making an adjustment, an adjustment note is required by the approver. They also have the option on whether or not to notify the expense owner of the adjustment. If they would like the report submitter to receive an email detailing the adjustment, select the **Notify Expense Owner** checkbox. If not, uncheck this box. Click **Save** to finalize the adjustment.



CHROME RIVER APPROVER MANUAL

Cancel Save

Office Supplies ✓ Approve

Adjust

Adjusted amount to match receipt|

Notify Expense Owner

Transaction Date 09/02/2019

Spent 82.73 USD

Approved 72.73 USD

Business Purpose Miscellaneous supplies for an upcoming school spirit event

Return an Expense

Individual expenses can be returned to the expense owner. After clicking **Return** on the selected expense, the approver is required to enter an explanation of why the expense is being returned. After doing so, click **Save**.

Images Reconcile Cancel Save

Office Supplies ✓ Approve

Return

The attached receipt does not match this expense|

Transaction Date 09/02/2019

Spent 82.73 USD

Approved 82.73 USD

Business Purpose Miscellaneous supplies for an upcoming school spirit event

After indicating an expense (or expenses) you would like to return, any item(s) selected for return will be noted with the red return arrow, and those that are approved will be noted with the green checkmark. Note that no item(s) will be returned until you select the **Return** or **Submit** button at the bottom of the expense line list. Selecting the Submit button will return the expense(s) noted for return. Selecting the Return button will return all expense lines in the report to the expense owner.



CHROME RIVER APPROVER MANUAL

DATE	EXPENSES	SPENT	APPROVED
Sun 09/15/2019	Airfare	275.00 USD	275.00 USD ✓
Sun 09/15/2019	Meals - Per Diem	52.80 USD	52.80 USD ✓
Mon 09/16/2019	Meals - Per Diem	66.00 USD	66.00 USD ✓
Mon 09/16/2019	Parking	30.00 USD	30.00 USD ⚠
Tue 09/17/2019	Meals - Per Diem	66.00 USD	66.00 USD ✓
Wed 09/18/2019	Meals - Per Diem	13.20 USD	13.20 USD ✓
Wed 09/18/2019	Car Rental	210.00 USD	210.00 USD ✓

Total Approved Amount: 713.00 USD

Buttons: Return, Submit

Click **Submit** and this line item (and all with green checkmarks) will move forward in approval queue

Click **Submit** and this line will be returned to the expense owner

Note that if you return a report, there are limited changes the expense owner can make, and they cannot add any new expenses to the report. If you need the expense owner to add a new expense, instead of returning the report, contact the expense owner and ask them to **Recall** the report. This provides the expense owner more flexibility in editing the report.

Reconcile

Each individual expense also has a **Reconcile** button. If you are auditing a report with multiple expense lines, you can click this button to mark lines you have already reviewed. The line will now appear with a green checkmark next to it on the report summary, but this will have no impact on the processing of the expense. To remove this icon, click the **Unreconcile** button.

DATE	EXPENSES	SPENT	APPROVED
Mon 09/02/2019	Office Supplies	82.73 USD	82.73 USD ✓
Tue 09/03/2019	Fuel	42.87 USD	42.87 USD ✓

Buttons: Unreconcile, Reassign, Adjust, Return

Office Supplies: ✓ Approve

Transaction Date: 09/02/2019

Spent: 82.73 USD

Approve a Report

After you have reviewed the report and are ready to approve, click the **Submit** button at the bottom of the expense report summary. (Note: The approval function within a report is indicated using the Submit button (as opposed to Approved) due to the system needing to recalculate the report in the event there were adjustments made by the approver.)



CHROME RIVER APPROVER MANUAL

Wed 07/24/2019	Parking	60.00 USD	60.00 USD		
Wed 07/24/2019	Fuel	15.97 USD	15.97 USD		
Wed 07/24/2019	Hotel	411.51 USD	411.51 USD		
Return		Total Approved Amount 1,607.19 USD		Submit	

Once the Submit button has been clicked, the submit confirmation screen will appear. Again, click **Submit**.

Submit Confirmation

I hereby submit this report.

[Cancel](#) [Submit](#)

After clicking submit, a submit confirmation will be displayed.

Add an Approval Delegate

As discussed in the Roles and Responsibilities section, approvers can assign another user as an approval delegate to temporarily approve expenses on their behalf. (Note that, per the [Use of University Funds and Financial Responsibilities](#) policy, approval delegation may only occur on a temporary basis (e.g., while an approver is on vacation).) Any long-term delegation of approval responsibilities must be discussed with and approved by the University Controller.

To add an approval delegate, click on your name in the upper right corner and click **Settings**. Under **Delegate Settings**, click + **Add Approval Delegate**.

WebstUR Spider
Mascot

Personal Settings

Preferences Settings

Delegate Settings

Notification Settings

Privacy Policy

About Chrome River

My Delegates

A "Delegate" is someone who has full access to your account.

[+ Add New Delegates](#)

My Approval Delegate

An "Approval Delegate" helps you with approvals during a specified time.

[+ Add Approval Delegate](#)



CHROME RIVER APPROVER MANUAL

Begin typing the employee's name and it will appear in the dropdown menu. Enter a **Start Date** and **End Date** for approval delegation access and click **Save**. The system will send an email to the approval delegate letting them know of the approval delegation assignment and the applicable dates. You may only have one approval delegate assigned at a time.

At the end of the period specified, the system will automatically deauthorize the approval delegate and return to the default approval routing. However, all reports that were routed and approved during that period will remain in the approval delegate's queue.

You may remove approval delegate access at any point by simply clicking the **X** next to the delegate's name.