





- Q. What do I do if an Expense Report has been returned?
- A. Instructions will be in the comments indicating the needed corrections for the Expense Report. Remember, the Expense Report will not be sent to Accounts Payable until you click on the Submit button. If the Expense Report remains as a Draft item on your Expense Report ribbon, Accounts Payable does not have access to move it forward for processing.
- Q. What if I can't recall an Expense Report?
- A. Expense Reports should only be recalled if instructed to do so by Accounts Payable.
- Q. Will I know if an Expense Report is returned?
- A. Yes. You, and if applicable your delegate, will receive notification from Chrome River notifying you that the Expense Report has been returned. Instructions will be in the comments indicating the corrections for the Expense Report. Remember, the Expense Report will not be sent to Accounts Payable until you click on the Submit button. If the Expense Report remains as a Draft item on your Expense Report ribbon, Accounts Payable does not have access to move it forward for processing.
- Q. How often should I complete an Expense Report?
- A. Submit an Expense Report within two weeks of using the travel card. It takes a few days after transaction date for the transaction to post to your Chrome River profile.
- Any expenses paid out of pocket for a designated trip should be submitted after the traveler returns from the trip.
- Any out-of-pocket expenses (mileage) applied to a blanket approval should be submitted monthly.
- Q. Can I request a cash advance?
- A. Cash advances are available on a very limited basis. They are not available for trip employee only. Contact Accounts Payable if you are traveling with students and would like to see if you are eligible for a cash advance.
- Q. How do I add TelCard transactions to the Expense Report?
- A. View the guide [Adding a New Expense Line Item](#)
- Q. How soon after using the travel card do I need to submit an Expense Report?
- A. Expense Reports should be submitted within two weeks of the travel card transaction date to your Chrome River profile.
- Q. What are my options if I am over my funding limit?
- A. Either reduce the amount you are claiming of pocket expense(s) or email your financial manager requesting the increase in funding. Should you choose the latter option, attach the email with the financial manager's approval to the Expense Report. The email approval will need to include Fund/Orgn and amount approved for increase.



CHROME RIVER FAQs

Q. Is it necessary to submit an Expense Report before a trip?

A. It is necessary to submit an expense report before a trip if you have expenses such as airfare and/or registration purchased with a travel card. Expense Reports should be submitted within two weeks of the travel card transaction date.

Q. How can I find TravelCard transactions posted in my Chrome River profile?

A. Travel Card transactions post to the eWallet in your Chrome River profile. eWallet by clicking the drop-down menu button (three horizontal lines) in the top left corner of the homepage, aka Dashboard.

Q. I used my travel card but cannot find the transactions in my eWallet. Should I go ahead and enter expenses on my Expense Report?

A. No. If you just returned from a trip where you used your travel card, you should wait to submit your Expense Report. It sometimes takes a few days before the transaction shows up in your profile. Once all your travel card expenses appear for the trip, you will be ready to apply the transactions.

This does not mean you have to wait to start the Expense Report. You can go ahead and apply other expenses that may be out of pocket, such as per diem, but you should not click submit until you have all the trip expenses included on the report.

Q. Can I claim reimbursement for individuals who traveled with me?

A. Not typically. A reimbursement is an out-of-pocket expense paid by a traveler, not payment using a travel card. Typically, these types of expenses require each traveler to complete an Approval and Expense Report(s). Contact Accounts Payable regarding the specific details if you encountered an unusual situation during the trip.

Q. I accidentally used the travel card for a personal expense. What do I do?

A. Add the travel card expense to the Expense Report and change the allocation to Personal.
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CHROME RIVER FAQs

Q. Do I need a separate Exp Report for each expense?

A. You should enter all expenses possible at one time that are for the same Pre

For individual specified trips, you may have a trip in 10/02 Trip - 2 - 1(3123499679150) and 10/02