Expense Report FAQs

Q. I need help with my Expense Report. Who can I contact for assistance?

A. Email your Expense Report questions to USI's Chrome River Helpdesk. This box is monitored by Accounts Payable (and Travel Procurement).

Q. My Expense Report says "Pending". What does this mean?

A. It means your Expense Report is awaiting approval from one or more approvers and, therefore, is not fully processed. The approvers' group includes Accounts Payable.

- Tip: View the guide *Track an Expense Report*

Q. My Expense Report says "Exported". What does this mean?

A. The Expense Report has been exported from Chrome River and imported into Banner.

Q. My Expense Report says "Paid". What does this mean?

A. The Expense Report has been exported from Chrome River, imported into Banner, and paid out to the traveler.

Q. My Expense Report says, "Multiple Statuses". What does this mean?

A. It means the Expense Report has line items that are in different stages (e.g., one line item might be labeled as "Exported" and another line item on the same record might be labeled as "Paid").

- Tip: View either of the following Expense Report FAQs for more information:
  My Expense Report says "Exported". What does this mean?
  My Expense Report says "Paid". What does this mean?

Q. Can documents be added to a fully approved Expense Report?

A. Yes. Select the Expense Report in Chrome River, scroll to the bottom, and click Add Attachments.

Q. Can documents be added to the Expense Report during the approval process?

A. Yes. Select the Expense Report in Chrome River, scroll to the bottom, and click Add Attachments.

Q. Can I start and come back to an Expense Report?

A. Yes. When you return to Expense Report, it will be in the Draft section of your Expense Report ribbon.

Q. How do I delete a line item from an Expense Report?

A. View page 4 in the guide *Create and Submit an Expense Report*.

Q. How do I delete an Expense Report?

A. View the guide *Delete an Expense Report*.

Q. How do I track an Expense Report?

A. View the guide *Track an Expense Report*.

Q. What does the Routing Rule number mean in the tracking of an Expense Report?

A. View the guide *Routing and Workflow for an Expense Report* located in the Track an ER sub-section of the Expense Report Guides column.

Q. How do I delete a document from my expense line item on my Expense Report?

A. Pull up the attached document you wish to delete. Only documents with a paperclip icon in the upper left corner of the document view may be deleted. Click on the paperclip icon to delete the attachment.

Q. How do I edit an Expense Report?

A. If the Expense Report is in Draft in your profile, then you may edit the report. Click on the trip you wish to edit. Click Open. From here, you can edit the trip's Start Date and End Date, add new expense lines, or click on an existing expense line to change the specific expense already entered.

Q. How do I reimburse a candidate for travel expenses (e.g., mileage, bag fees, etc.) in Chrome River?

A. View the guide *Reimburse a Candidate*.

Reimbursements directly to a candidate do not require a Pre-Approval. For these submissions, approval from the Financial Manager must be attached to the Expense Report indicating the FUND/ORGN and amount approved for the expenses. All direct purchase expenses require itemized receipts showing a $0 balance due. Mileage reimbursements require the Google Maps information completed in the mosaic.

Q. How do I enter an Expense Report for a guest in Chrome River?

A. View the guide *Create and Submit an Expense Report*.

Expenses paid with a travel card must include an attached Pre-Approval set up by the purchaser.

Contact Accounts Payable before offering the guest or seeking direct payment for out-of-pocket travel expenses for the guest, as they may be considered a vendor and require a contract through Procurement using BuyUSI.

Q. I am a student reconciling my trip's expenses. How do I enter an Expense Report in Chrome River?

A. If you had a delegate enter your Pre-Approval, then that same delegate will also enter your Expense Report.

If you created your Pre-Approval, then see the *Create and Submit an Expense Report* guide.

If you did not require a Pre-Approval, then you may have qualified for a Travel Award and should seek guidance from the department(s) who awarded you the funding.

Q. What do I do if an Expense Report has been returned?

A. Instructions will be provided in the comments indicating the corrections needed for the Expense Report. Remember, the Expense Report will not be sent to Accounts Payable until you click 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 by Accounts Payable.

Q. Will I know if an Expense Report is returned?

A. Yes. You, and if applicable, your delegate, will receive a notification from Chrome River that the Expense Report has been returned. Instructions will be provided in the comments indicating the corrections needed for the Expense Report. Remember, the Expense Report will not be sent to Accounts Payable until you click 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. The transaction will be posted to your Chrome River profile a few days after the transaction date.

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 (i.e., mileage) applied to a blanket Pre-Approval should be submitted monthly.

Q. Can I request a cash advance?

A. Cash advances are available on a minimal basis. They are not available for employee-only trips. 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 Travel Card transactions to the Expense Report?

A. View the guide *Add a New Expense Line Item* located in the Edit an ER sub-section of the Expense Report Guides column.

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 posting to your Chrome River profile.

Q. What are my options if I am over my funding limit?

A. Either reduce the amount you claim on out-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 must include the Fund/Org and amount approved for increase.

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 pre-trip 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 Travel Card transactions posted in my Chrome River profile?

A. Travel Card transactions are posted to the eWallet in your Chrome River profile. Access the 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 the expenses on my Expense Report?

A. No. If you just returned from a trip using your travel card, you should wait to submit your Expense Report. The transaction sometimes takes a few days to appear 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 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. These expenses usually require each traveler to complete a Pre-Approval and Expense Report(s). Contact Accounts Payable regarding the specific details if you encounter 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 Matter. The personal expense will reduce the total amount owed to you. If the personal expense exceeds the total amount owed to you, Accounts Payable will email directions on how to repay the University. Continued card use for personal expenses may result in reduced card privileges.

Q. Can I manually adjust the allocations in the Expense Report?

A. The allocations can be adjusted in limited circumstances only after speaking with Accounts Payable.

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

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

For individually specified trips, you may have pre-trip expenses that will need to be allocated before you ever travel. In this instance, you will have multiple Expense Reports.

For blanket Pre-Approvals, apply all expenses to one Expense Report for each reporting period. You should allocate your expenses twice a month for purchases made using a travel card. For mileage reimbursement, you should allocate your expenses monthly.

Q. Do I need receipts for items purchased with a Travel Card?

A. Yes. Itemized receipts are required for all purchase transactions. Google Maps serves as your mileage receipt.

Q. Can I import the Pre-Approval more than once?

A. Yes, the Pre-Approval can be imported multiple times.

Q. I have a Pre-Approval for mileage. How often do I need to submit an Expense Report?

A. You need to submit a monthly Expense Report that includes each trip during that period.