Chrome River Frequently Asked Questions

How long will users have access to the TEM system?

- At least through the end of 2019 and possibly beyond.

What will happen to the docs that are stored in TEM for auditing purposes?

- The documents are still stored in Banner, which can be used in case of an audit.

How will we process reimbursements to be paid 100% VTF while the VTF Chrome River system is still in development?

- VTF travel reimbursements will still be done by paper until the VTF Chrome River system is active.

How quickly will approvals go through?

- Chrome River will go through the normal approval process that is in TEM depending on the configuration in Banner/

Can we still submit a zero dollar preapproval for international travel?

- No, you must submit a pre-approval for $1.00 or more. If no expenses are being reimbursed to the traveler, then use the **International Travel/Risk MGMT Tracking** expense line item. See the **Pre-Approval – International Travel/Risk MGMT Tracking** training document on the Controller's Office website under **Online Systems -> Chrome River -> Training -> Pre-Approvals**

Where do I submit my university paid expenses?

- These expenses are submitted in the Header section of the preapproval. If a pre-approval is imported to an expense report, the university paid items will be imported at the Header level.

How do I split fund with Foundation expenses?

- Insert Non-Reimbursable Personable Expense into the Allocation Field of the expense and select **VTF-Reimbursable.** Insert the Foundation Fund number into the description of the expense.

Can a preapproval generate multiple expense reports?

- Yes, you can create as many expense reports as possible until the preapproval equals zero dollars

Can a preapproval or expense report be replicated to another individual?

- No, neither of these reports can be replicated to another individual

Does Chrome River have the ability to delete a pre-approval or expense report before it is returned?

- No, the user would have to “Recall” the pre-approval or expense report and then delete it.

How can I add and remove delegates?

- See the **Assigning and Removing Delegates** training document on the Controller's Office website under **Online Systems -> Chrome River -> Training -> Other**

Can I return individual line items after the pre-approval or expense report has been submitted?

- For expense reports, a user can choose an individual line item, select return, and it will go back to the original expense owner to edit. This functionality is unavailable for pre-approvals as the whole report must be returned to the original expense owner. The expense report will not post to Banner/be paid until all line items are approved.

What happens when an employee is terminated?

- After an employee is terminated in Banner HR, the user’s access will be automatically removed in Chrome River.

How are per diem rates updated?

- These rates are updated automatically by the Chrome River system.

Is the expense report or pre-approval reserved to one person with group approval?

- No, it is not reserved to one individual. Any individual with that group role can approve an expense report or pre-approval.

Does anything returned for correction need to go through the entire approval process?

- If an expense report is **returned** to the expense report owner, the approval process will not restart when it is resubmitted. If the expense report is **recalled** by the expense report owner/delegate, the approval process will restart from the very beginning.

One line is rejected and the dollar amount is changed what happens to routing?

- The line item goes back to the expense owner. After the user has made the changes, it will return to the original approver role who rejected the line item for approval.

An expense line item is removed that was rejected what happens to routing?

- The rest of the line items proceeds with the original routing process.

Can I add an additional line to an expense report?

- An additional line cannot be added to an expense report if it is returned to the expense report owner. The approver cannot add an additional line. If an additional line is needed after initial submission, the report must be recalled first and the approval routing process is restarted.

As approver, can I change the line item matter and still submit the pre-approval or expense report?

- For an **expense report**, an approver can only change the amount, activity code, allocation, or upload a receipt. They must insert a comment to document any changes made. Any other changes to be made must be returned to the expense report owner. For a **pre-approval**, the approver cannot change anything and must return the entire pre-approval to the pre-approval owner for edits to be made.

Is the Department still responsible for the physical receipts? Will have to discuss if the electronic receipt is the final receipt

- Yes, the department needs to keep the receipts for current plus one fiscal year. Ex. If your receipt is dated 06/25/2019 (FY19), that receipt cannot be destroyed until 07/01/2020 (FY21).

Will the images I submit in Chrome River interface to Banner?

- Yes, images of **expense reports** (not pre-approvals) will be interfaced to Banner when it posts.

How should international payments be made?

- It is mandatory that all international travel should be paid by wire transfer.

How should I submit multi-purpose travel within the same travel period? (i.e. conference/research travel)

- What is the majority of your travel. I.e. if the majority of your travel is a Conference travel, then select Conference travel on the Header.

Can I have multiple emails associated with my Chrome River account?

- Yes, you can add multiple email addresses to your profile. Note: that Chrome River is initially associated with your vt.edu account and you must manually add your other email addresses to your profile. See the training document **Adding Alternative Email Addresses** on the Controller's Office website under **Online Systems -> Chrome River -> Training -> Other**

Can supervisors still approve a student's travel?

- No, supervisor approval will be turned off

Will organization approvals follow the same steps as TEM?

- Yes, the organization approvals will be just as it is in TEM as specified by the organization's rules that are in place.

Will there be email notifications for org approvers?

- No, there will be no email notifications for org approvers as this is a group approval process

Do I still need to keep paper documentation for each expense report?

- Yes, every department will need to keep their paper documentation for 1 year

Do I still need to manually enter account codes?

- No, the Chrome River system will automatically generate account codes based on the expense selected

Will my pre-approval remain attached to the expense report if I Recall the report after submission?

- The PA will be detached from the ER if the individual who submitted the report **recalls** it. The PA remains attached if the report is **returned** by an org approver or travel analyst to the employee who originally submitted the report.

How should I reattach a PA to an ER after I have recalled the report?

- You should reattach the PA right before you **Submit** the report (after you have clicked the **green** **Submit** button and the **blue** **Pre-Approval** button appears before final submission) Note: do not click on the **Add Pre-Approval Report** at the **Header Level** as this will reattach all expenses that were originally on that Pre-Approval to the Expense Report. This will cause duplicate expenses to import on that ER and the submitter will have to delete those new expenses.

Can I save a transaction that my department uses frequently?

- There is a functionality called “Memorized Transactions” which will save the specific expense to be used multiple times on multiple expense reports for a specific individual’s Dashboard? See the training document **Expense Report - Memorize Expense** on the Controller's Office website under **Online Systems -> Chrome River -> Training -> Other**

How do I find the TR# in Chrome River?

- You can find the TR# in the **Comments** section of the expense report header. The submitted expense report must have a status of “Exported” in order to view the TR#.