Accounts Payable

Chrome River

Travel & Expense Management (TEM)
Expense Reimbursement Workflow

User Guide
February 2021

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Author	Division of Information Technology Technical Training and Accounts Payable
Copyright	
Process Owner	Accounts Payable
Get process help	DoIT Technical Training, ksutraining@kent.edu
Get access and desktop help	Contact the Help Desk at support.kent.edu
Get Documentation	**This document is available online at** https://www.kent.edu/accountspayable/travel-expense

About Expense Reimbursements

The Chrome River Travel & Expense Management (TEM) Expense Reimbursement workflow enables pre-approval, expense reimbursement, and travel advance requests to be entered via the web. Reimbursement requests may be initiated by an employee and submitted from any internet computer, on or off campus.

Expense reimbursements can also be Reviewed, Approved, and Returned for Edit from any internet connected device, on or off campus.

All reimbursement requests are subject to review by Internal Audit to ensure that the expenses claimed are in accordance with University Policy and Procedures.

http://www.kent.edu/accountspayable/

Additional travel and reimbursement policies and procedures may apply within a particular academic or business unit. Ask your Business Manager if there are *additional requirements* for a reimbursement request. Your manager can address questions regarding University and internal policies and procedures.

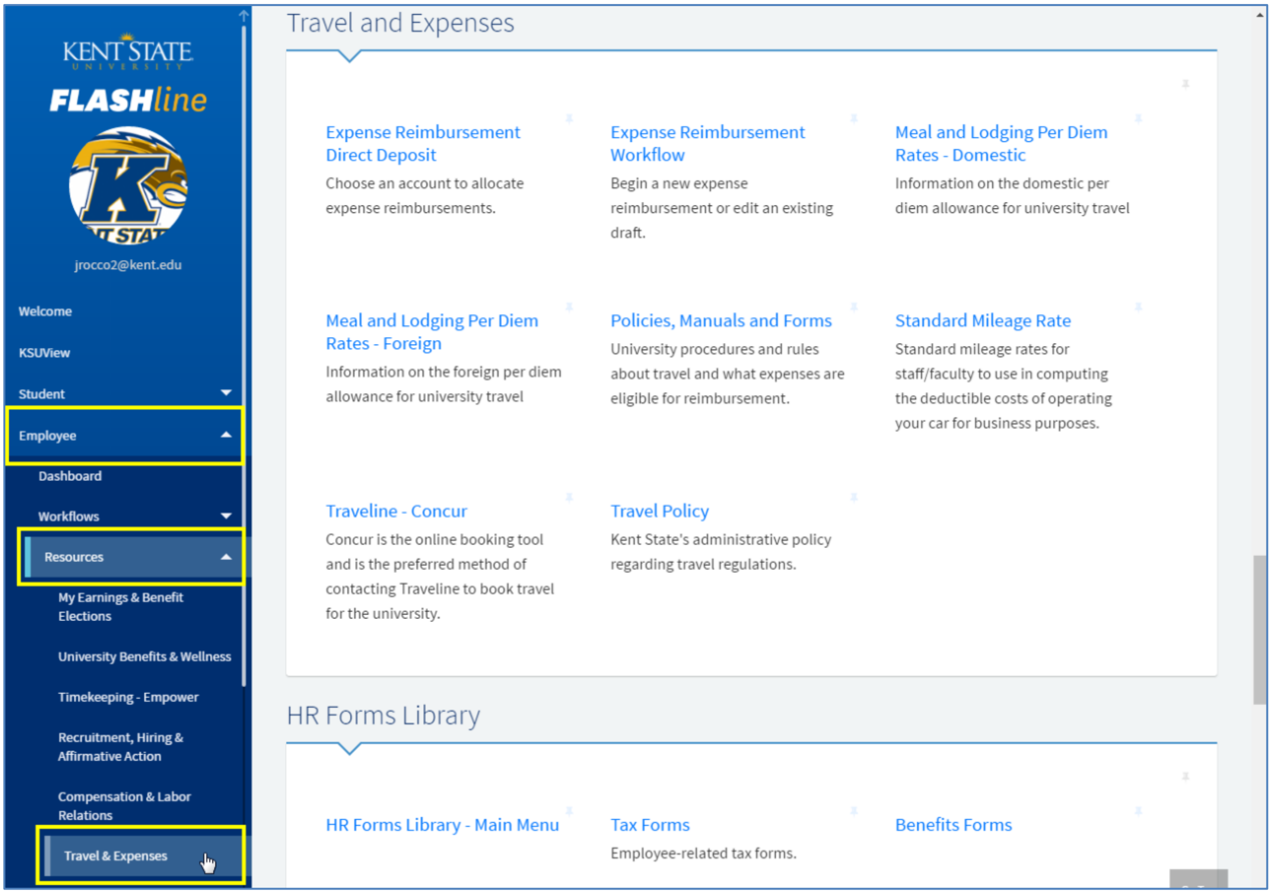
For additional assistance or clarification, contact:

Accounts Payable:

Phone: 22607
Email: apcustomerservice@kent.edu

Travel Information in FlashLine

Use the Left Navigation to select the Employee Category, the resources Page, and the Travel & Expense Section of FlashLine.

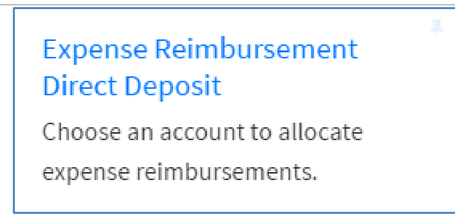
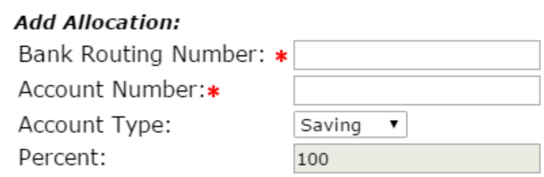
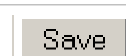


Links in FlashLine will guide employees to expense reimbursement information and actionable items.

Direct Deposit for Expense Reimbursements

Expense reimbursement distribution is completed via direct deposit. This direct deposit set up is similar to the payroll direct deposit functionality within FlashLine; however, it is a separate designation and allocation.

How to elect direct deposit or modify your existing allocation

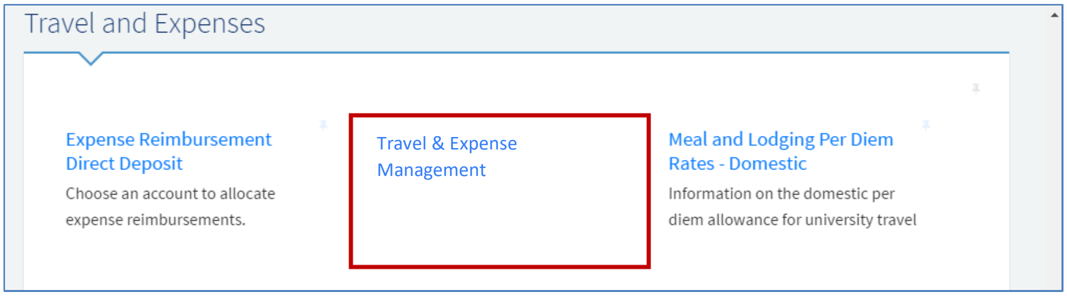
Step	Action	Image
1	From the Travel & Expense section, select the link for Expense Reimbursement Direct Deposit	
2	Type your Bank Routing Number, Account Number, select the Account Type, and the percentage.	
3	Save your changes.	

If you have questions about direct deposit for expense reimbursements, contact Accounts Payable at apcustomerservice@kent.edu.

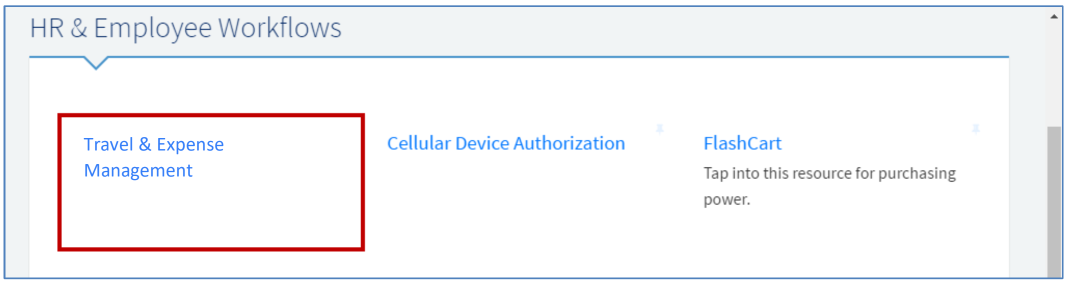
Workflow Notifications

Email is sent...	Email is addressed to...
When submitted for approval	Creator, Payee
When requires approval	Approver, Approvers' Delegates (if applicable)
When returned for edit by an approver	Creator
When approved and the transaction has been created	Creator, Payee
When denied	Creator, Payee

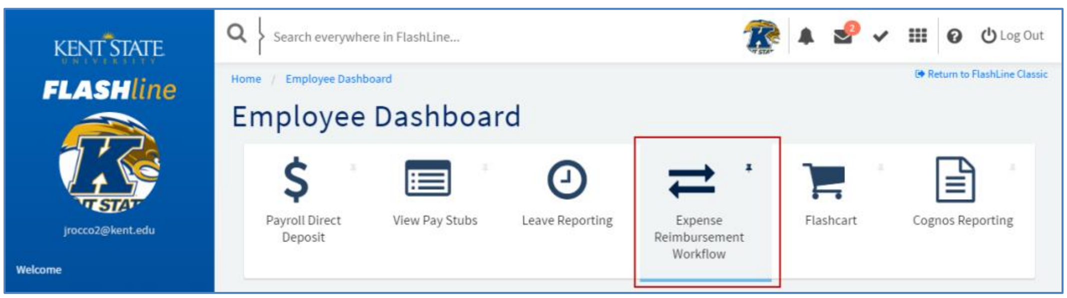
Open the Expense Reimbursement Workflow in FlashLine



or

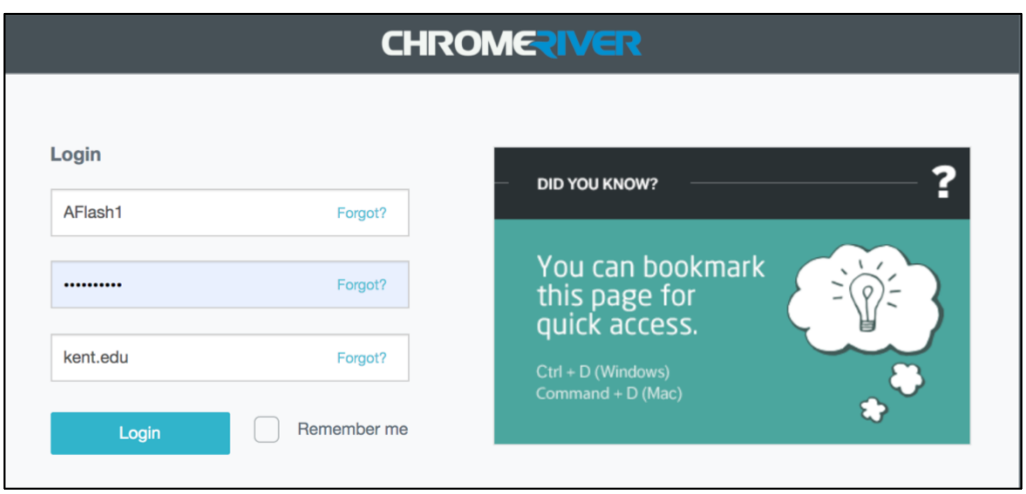


or



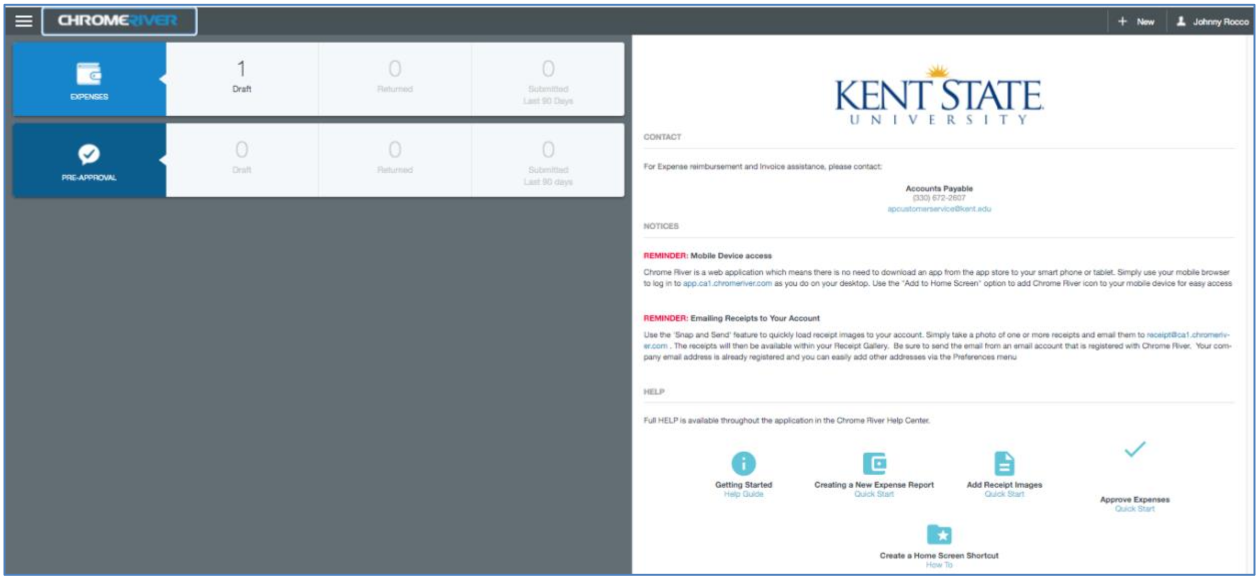
From the Employee Resources select the link for or from the Employee Dashboard use the Quick Link for *Employee Reimbursement Workflow* to access the Expense Reimbursement Workflow page.

Log in with your Kent State credentials



Chrome River Dashboard

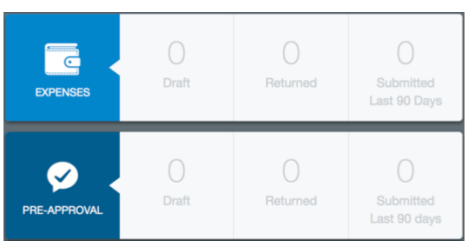
The Dashboard screen of Chrome River is a gateway to initiating, reviewing expense reports, and approving expense reimbursement requests for faculty, staff, and graduate assistants. It facilitates the pre-approval of expenses, as well as the approval for expense reimbursements and travel cash advances. The system is unable to process expenses for student employees.



Some basic navigation tools on the page will help to easily find the appropriate information.

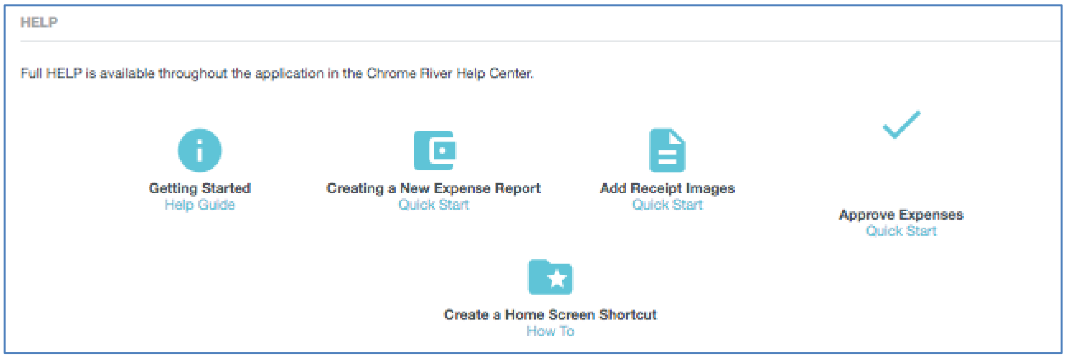
The Chrome River logo at the top of the page is a link to the home page, from wherever you are in the process.

The Menu button, at the top left, offers access to the Chrome River tools, such as Dashboard, eWallet, and eReceipts; as well as access to Expense and Pre-Approval report drafts, returned reports, and recently submitted reports.



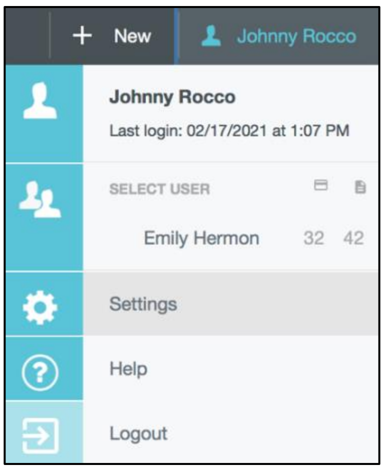
Expense and Pre-Approval reports in Draft, Returned, or Submitted status may also be accessed through the associated buttons on the Dashboard itself.

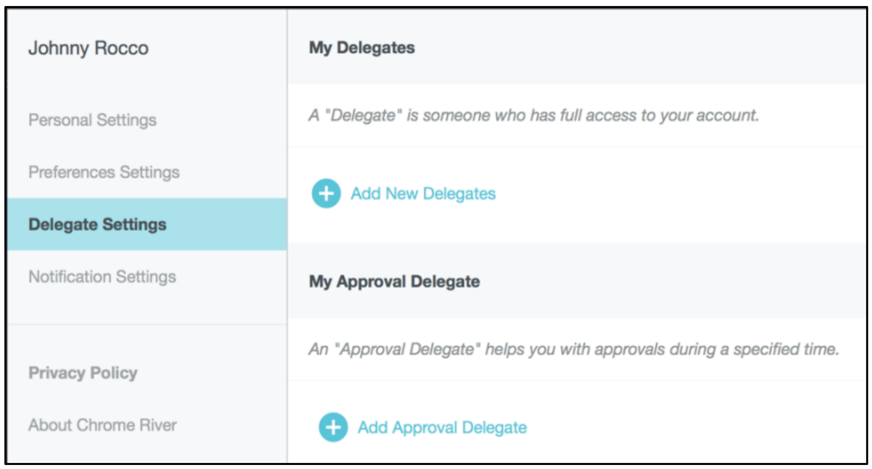
Chrome River Dashboard, continued



Links to a Help Guide and Quick Start Guides are found at the bottom of the Dashboard.

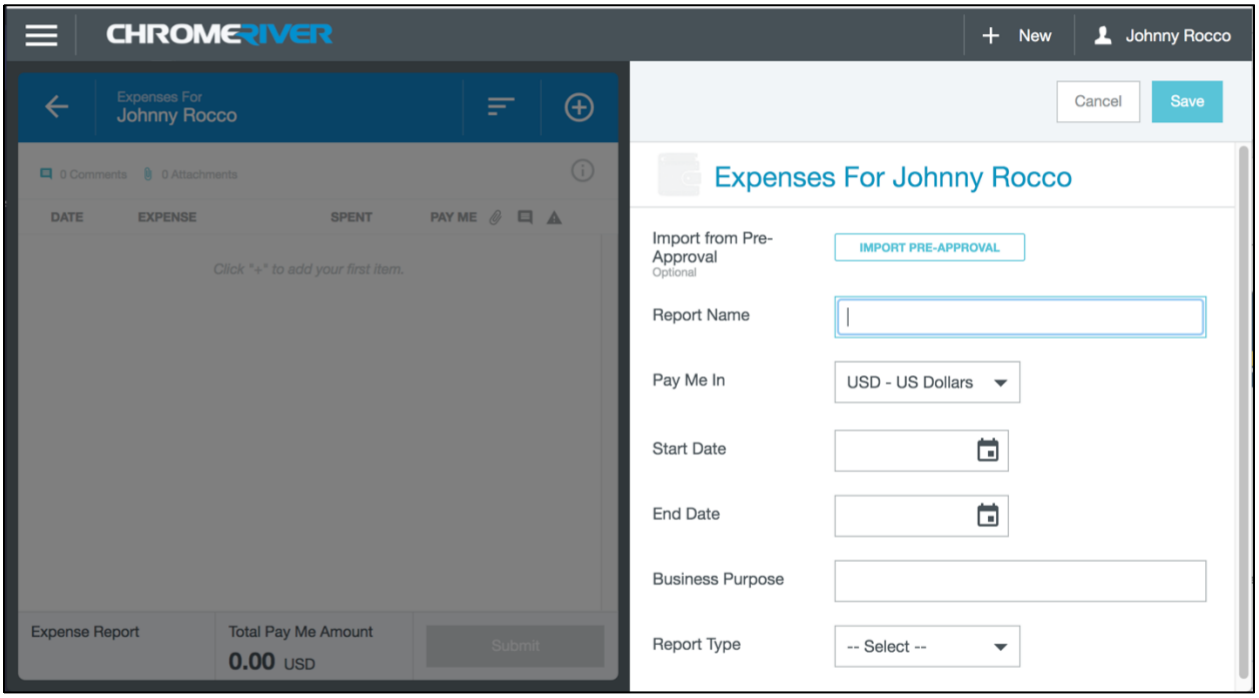
Many users allow delegates to enter or approve reports on their behalf. This delegation of access can be added from the user settings.





The “New” button at the top-right of the page, allows for information to be collected and an Expense Report or Pre-Approval Report to be initiated.

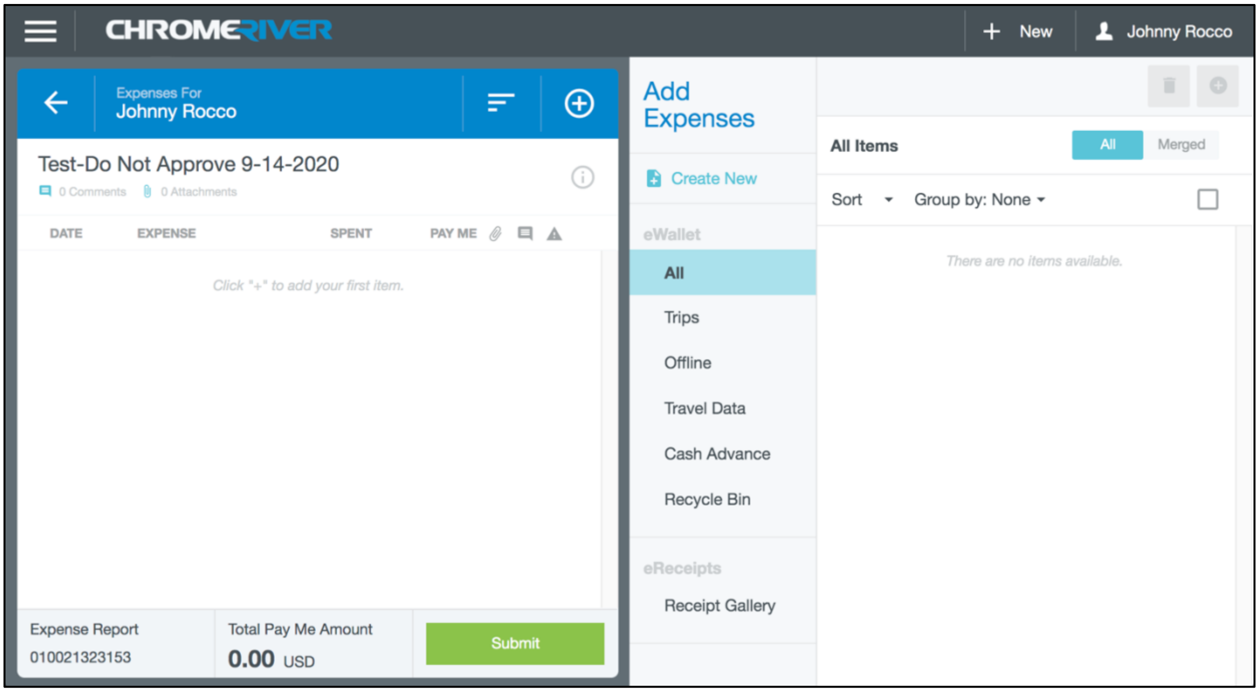
Begin a New Expense Report



Step	Action
1	If a Pre-Approval report has been submitted and approved, clicking the link for **Import Pre-Approval** will import much of the report data.
2	Enter a report name to organize the trip or expenses
3	The section noted as **Pay Me In** displays specified currency, though Kent State University reimbursements are paid in US dollars.
4	Start Date and End Date are needed to specify the dates the travel occurred, or non-travel expense was incurred.
5	Business purpose is needed to describe justification for the expenses.
6	Report Type is to be chosen from the drop-down menu including: Athletic Recruiting Travel, Athletic Team Travel, Domestic Travel/Expense, Foreign Travel/expense, or Student Group Travel.
7	When all items are entered, clicking the **Save** button will open the next page for the addition of individual expenses.

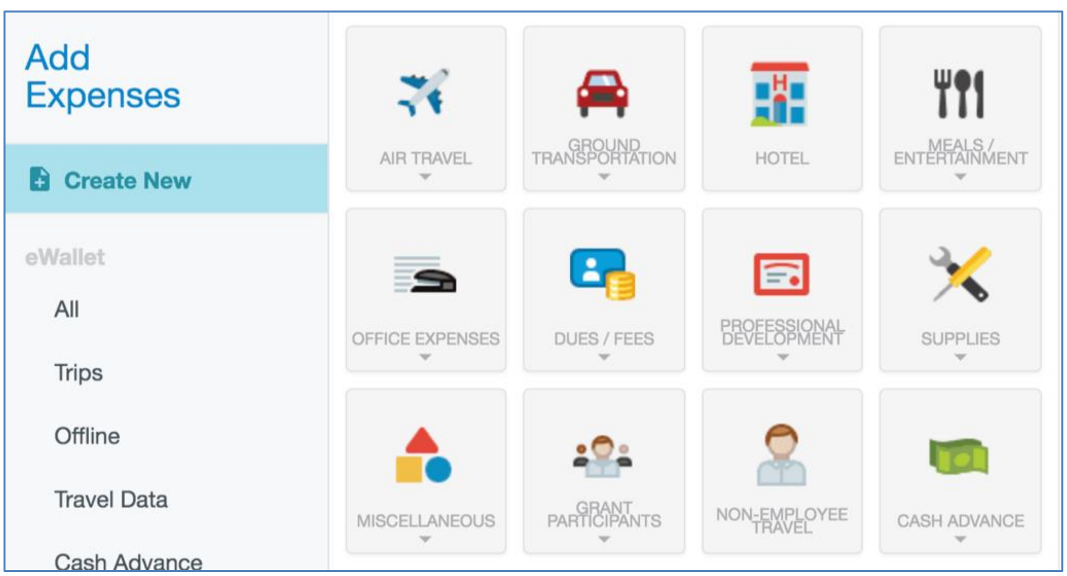
Expenses may be added individually into a report, or they may be added from the eWallet or eReceipts, as found in the Dashboard Menu, if expense items have been saved to those tools.

Add Expense Items



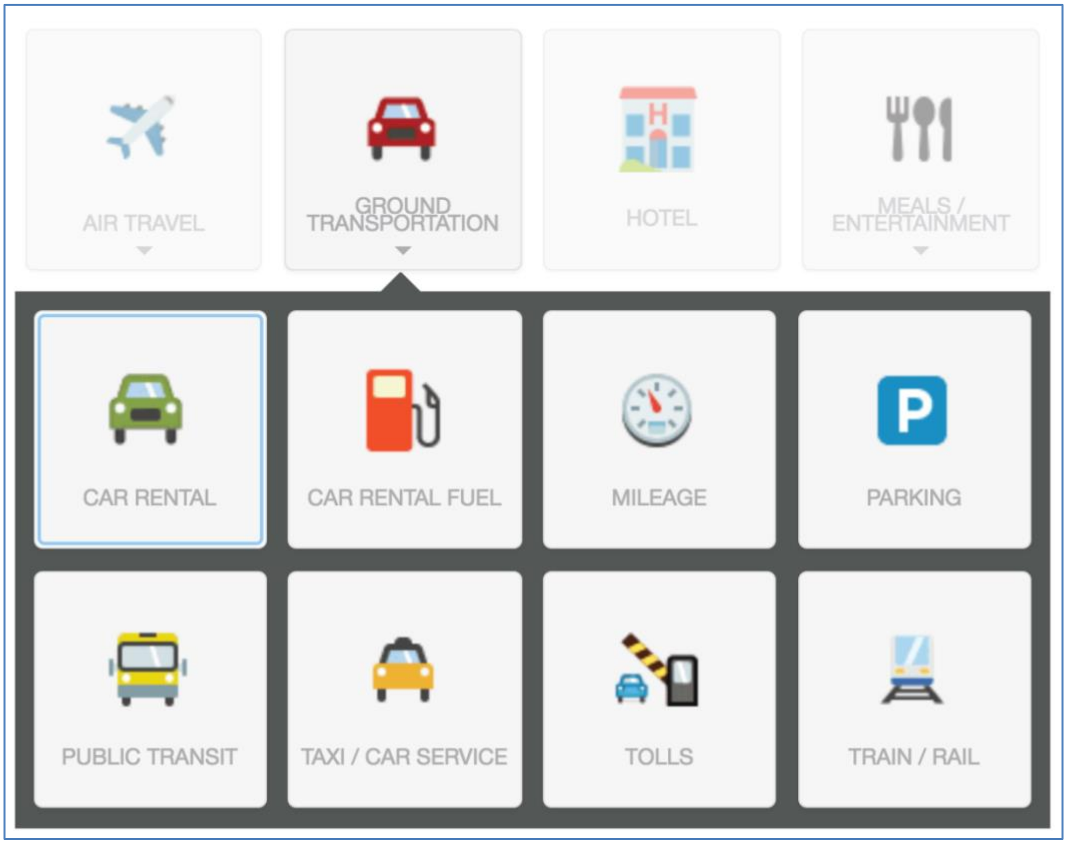
The Chrome River page is divided into two sections to display the entered expenses on the left side, and the entry of individual expenses on the right.

Step	Action
1	If receipts are collected in the eWallet, (see page 21) expenses can be selected to be added to the open report.
2	If a new expense is to be added, clicking the **Add Expense** button. ⊕ to display the Expense Selection menu and enter the expense by type.



Add Expense Items, continued

If an Expense Type contains multiple options, it will be noted by a downward arrow under the expense name. Selecting the appropriate type and specific expense from will allow the user to better define the expense for more efficient expense reporting.



Clicking on the specific expense will allow for addition of it to the report and keep different costs separate for tracking and accounting purposes.

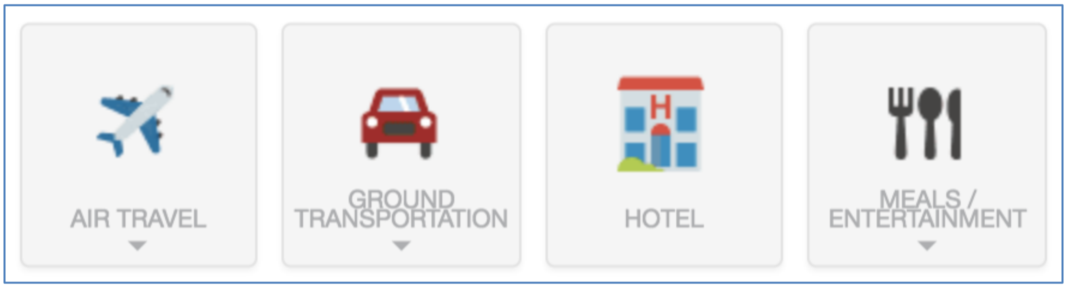
Most expenses will require receipts as documentation. By Kent State policy, the only exceptions are for transportation expenses in which:

- The individual expense is less than $25.00, and
- The source of funding is not a sponsored program

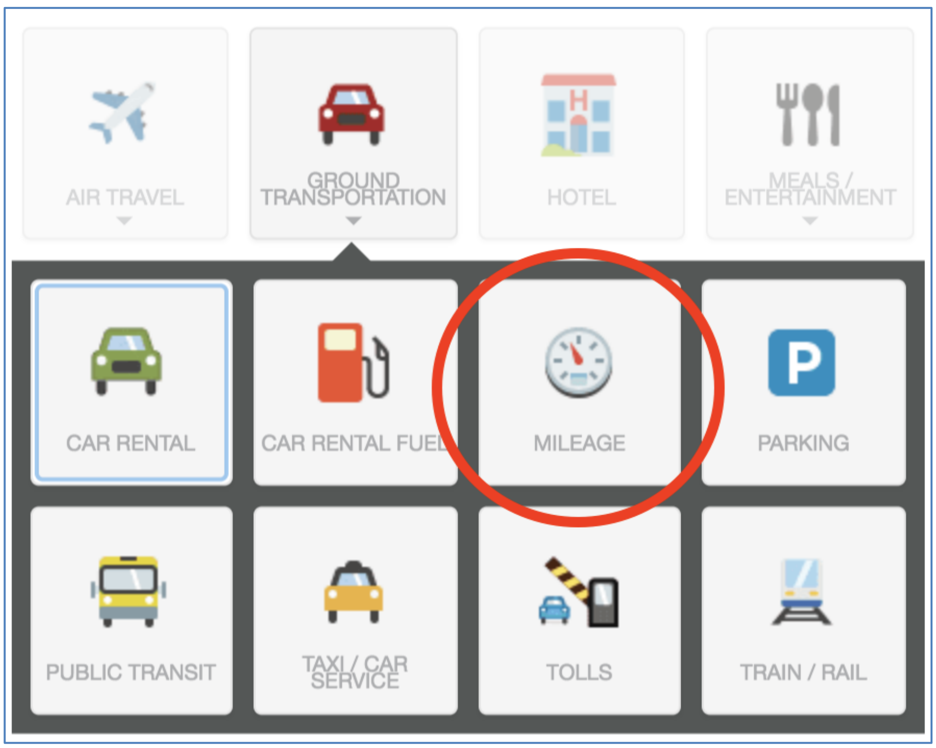
Individual departments, however, may require receipts for all items as possible. Department Business Managers should be contacted for more specific requirements.

Mileage Expense

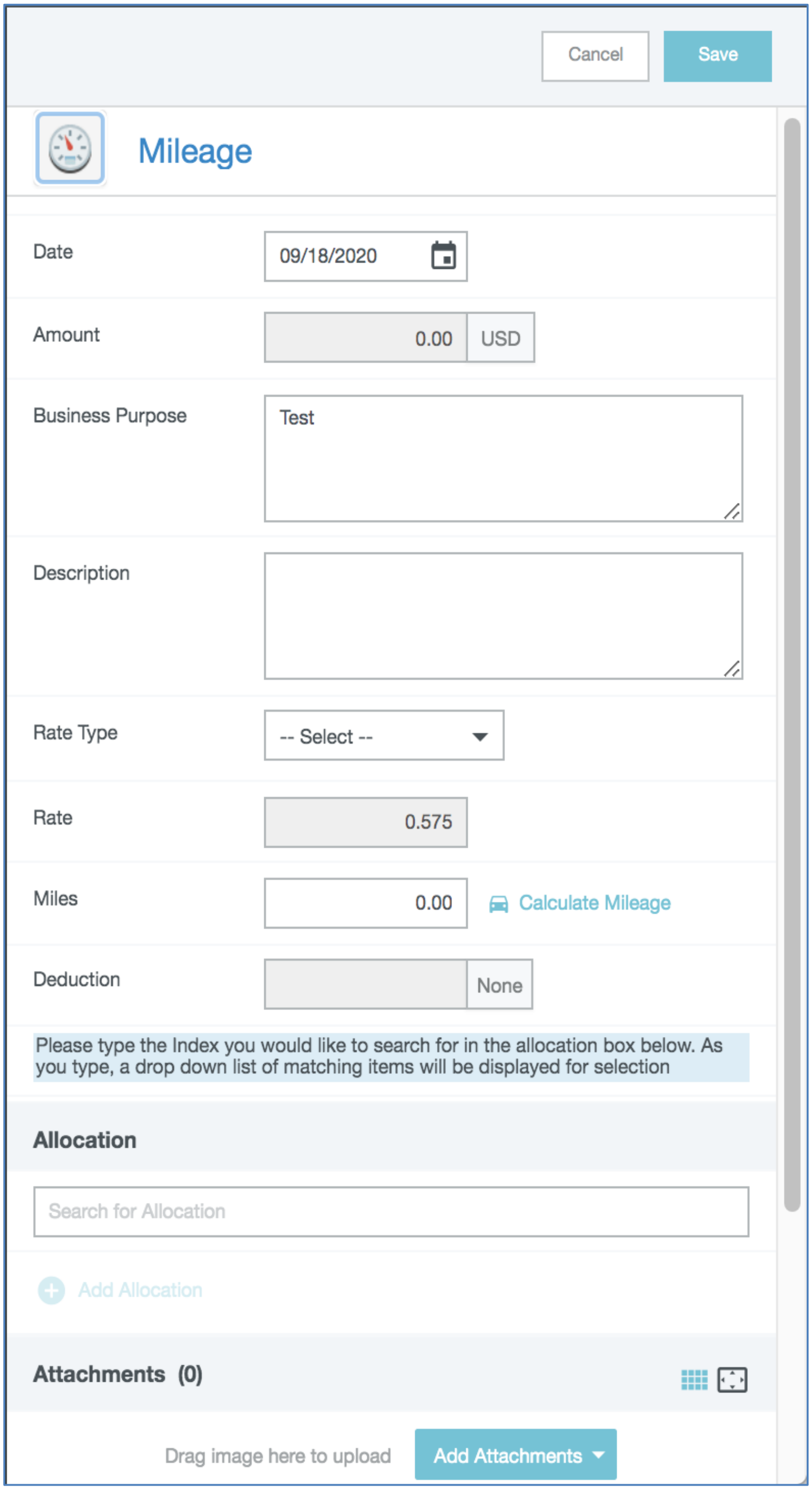
Travel expenses commonly make up the majority of report requests. They are categorized in Chrome River into four options at the top of the expense selection menu as: Air Travel, Ground Transportation, Hotel, and Meals/Entertainment. Mileage is the most frequently used.



Step	Action
1	Click the appropriate icon representing the type of travel expense.
2	If the icon displays a downward triangle beneath the title, a selection of a subsection will be necessary to further identify the expense. Clicking the subsection will allow for entry of the expense.



Mileage Expense, continued



Basic information about the travel is to be entered including the Date of the travel, the business purpose, and the description of the travel.

The **Rate Type** should be selected from:

1. Athletic Mileage
2. Standard IRS*
3. State of Ohio (Grants Only)
4. Vehicle Stipend

(*The Standard IRS Rate should be used for the majority of university business travel.)

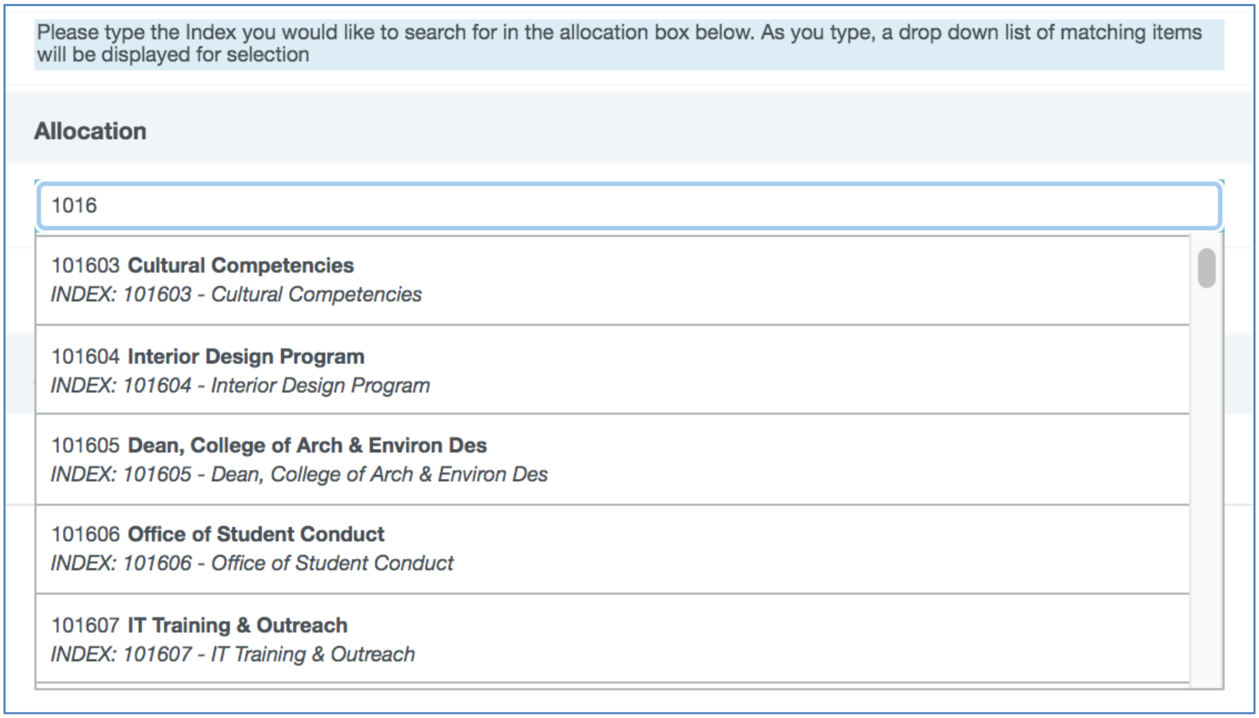
The Calculate Mileage Wizard should be used to automatically calculate the mileage via Google Maps by entering the start and end addresses.

The expense amount will be calculated by the mileage and the rate.

An allocation must be made to your department Index number for accounting.

NOTE: Mileage for daily commute must be deducted, per IRS regulations, if travel does not start from the home working campus.

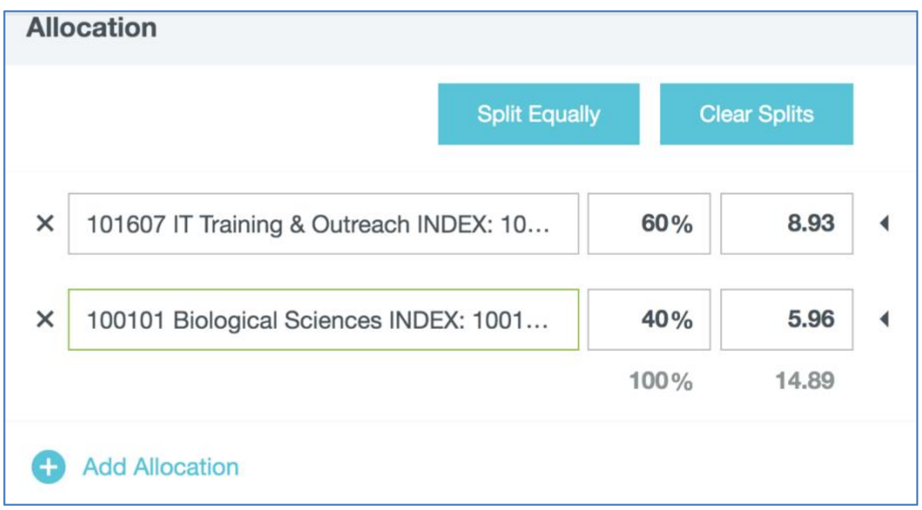
Mileage Expense, continued



As the Index number is being typed in the **Allocation** field, a drop-down list will appear displaying options that include the numbers as entered. Clicking on the appropriate Index description will add the allocation to the expense.

If the allocation is to be split by departments, the **Add Allocation** button 

allows for an additional Indexes to be included and values for each allocation to be split by percentage or dollar amount.



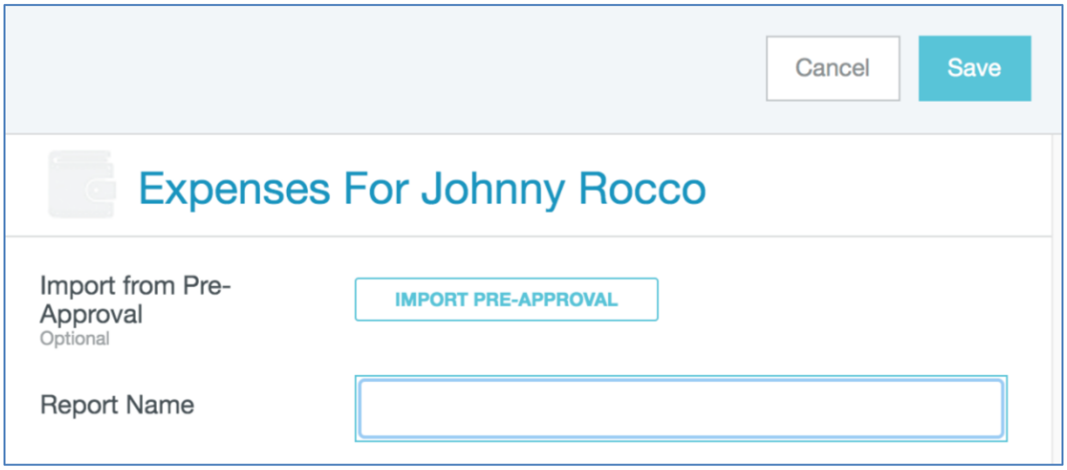
Clicking the save button will add the expense and be seen in the report view on the left side of the Chrome River screen.

Expense Report from Chrome River eTools

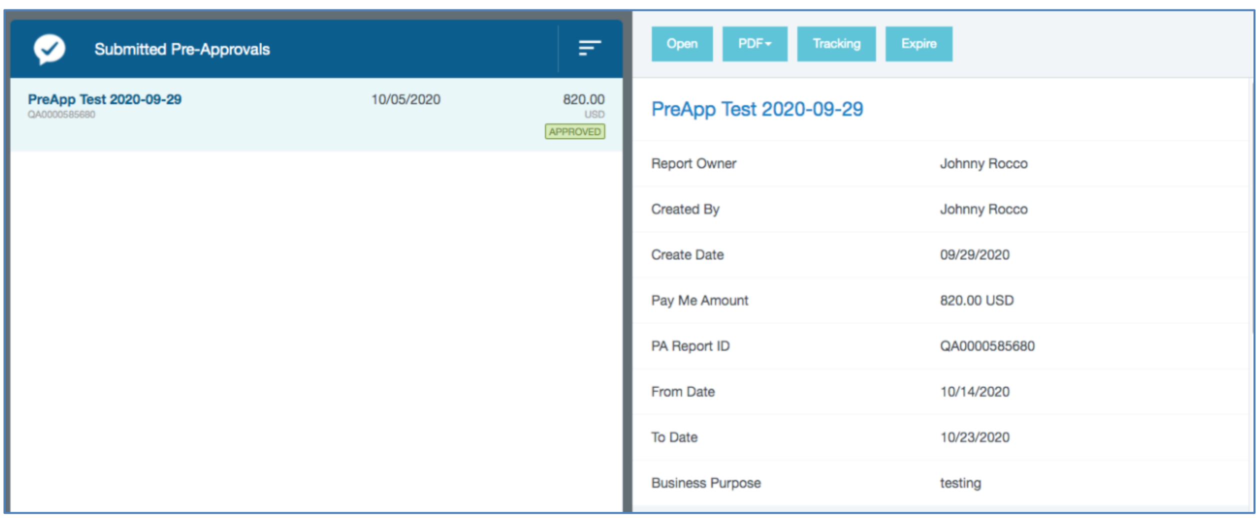
The Chrome River application utilizes several electronic tools to simplify the expense report process and to aid in maintaining documentation for reimbursements. Users have several options available to simplify the building of the Expense Report.

Import Pre-Approval

If a Pre-Approval Report (*discussed on page 23*) is required and has been completed, and the expenses have been incurred, a new Expense Report may be started and much of the information entered by importing the data from the already completed Pre-Approval.



When starting a new Expense Report, an option appears at the top of the entry fields noted as **IMPORT PRE-APPROVAL**. Clicking this button will display a list of Pre-Approval Reports for the user and allow for the selection of the appropriate expenses.



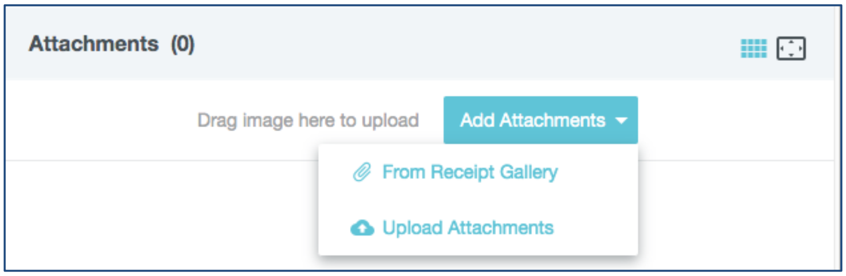
Approved Pre-Approval reports will be noted in the list of Submitted Pre-Approvals, accessed form the Dashboard.

Adding Receipts from Chrome River eTools

For expenses other than mileage, a copy of the receipt for the expenditure must accompany the report. Several methods of including a receipt copy are available with Chrome River in order to easily attach proof of an expense to the request for reimbursement.

Uploading receipts

If an image of a receipt is scanned, emailed, or otherwise available digitally, it can be included at the time of the expense addition. Below the allocation selection is the **Attachments** section.



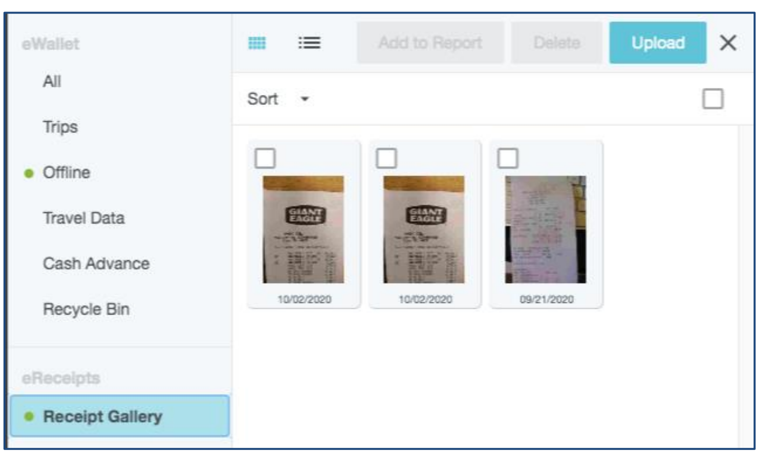
Images of receipts can be inserted to the attachments via drag-and-drop, or a click of the **Add Attachments** button will display options to retrieve them from the Receipts Gallery or Upload them from the files on the computer.

Receipt Gallery

The **Receipt Gallery** is a personal digital folder in Chrome River that allows users to save all of their receipts in one place and attach them to an item in an expense report at t later time. Expense receipts may be uploaded to the gallery, emailed to the Chrome River receipts address, or saved using the **Chrome River SNAP** mobile application. Once the receipts are in the gallery, they can be accessed and added to a report in several ways.

Adding to the Receipt Gallery

From the Receipts Gallery, images may be added simply by using the **Upload** button. This will open a file menu and allow for saved receipt images to be selected and copied into the gallery.

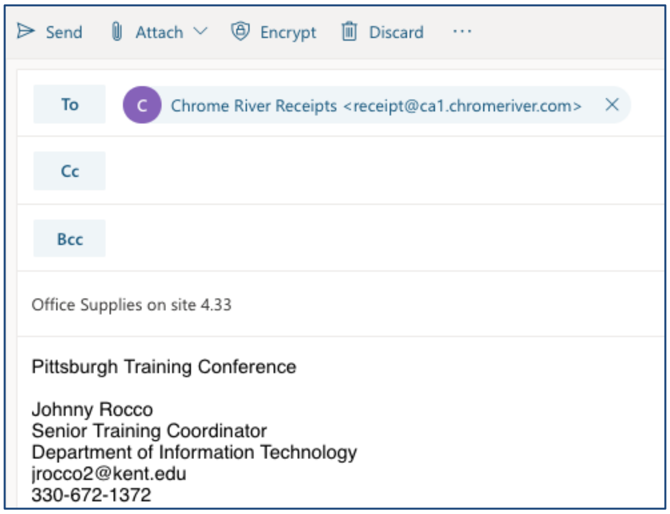


Receipted Expenses, continued

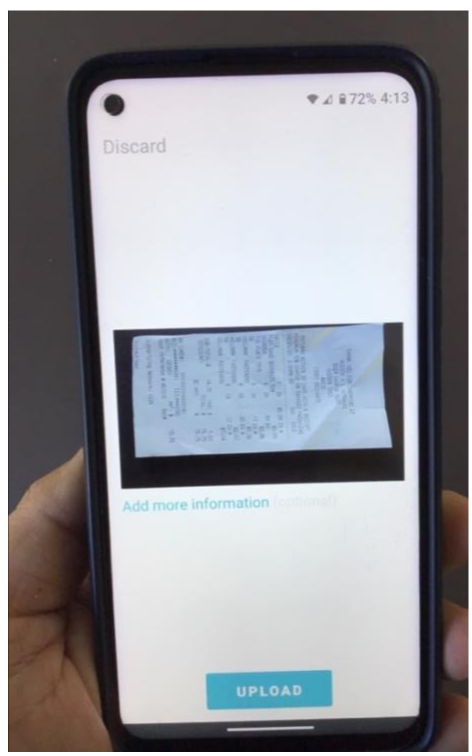
Receipt images can also be captured with a mobile device and sent to the Receipt Gallery via email. The sending email must be the same as the address connected to Chrome River, which will be the Kent State University email address of the user. Receipts can be emailed to:

receipt@ca1.chromeriver.com

Upon receipt at Chrome River, the images will automatically be routed to the account of the sender for access in their expense reports.



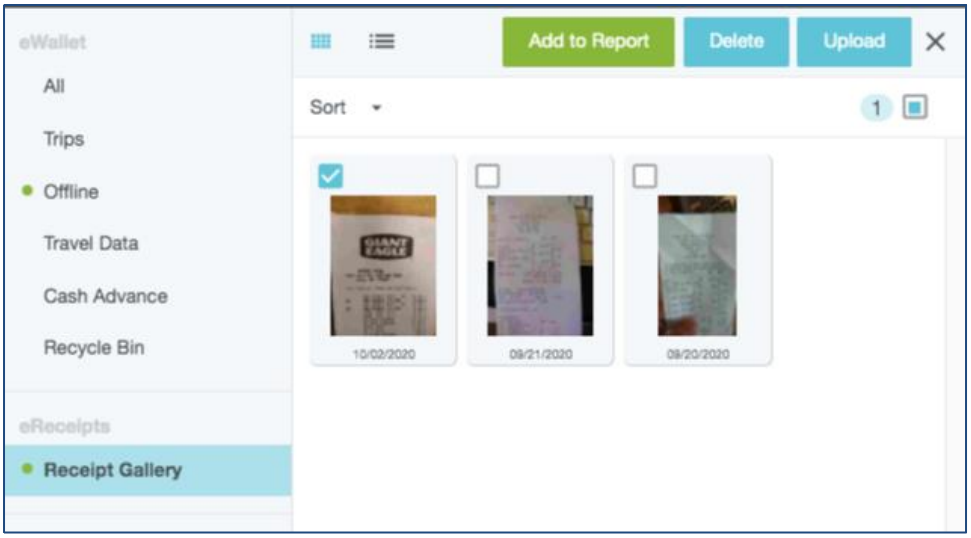
The **Chrome River SNAP** mobile application allows users to capture and upload copies of receipts directly to their Receipt Gallery.



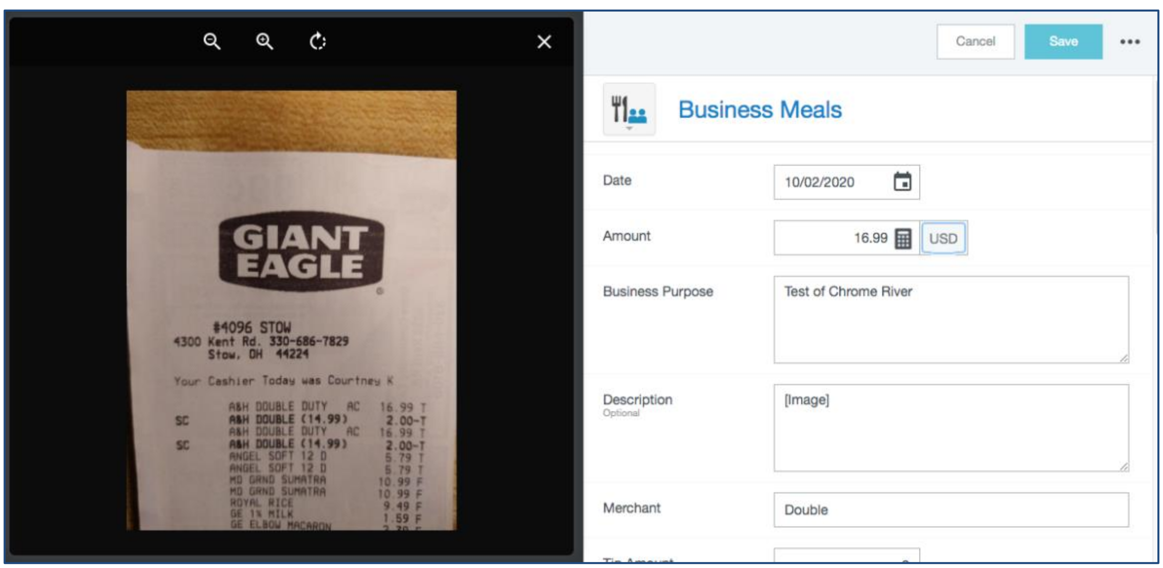
Adding to the Report From the Receipt Gallery

Adding copies to the report from the Receipt Gallery can be done by starting from the report and pulling in a receipt or starting from the gallery and pushing the receipt t the report.

The Receipt Gallery can be accessed directly from the item being added, as shown on page 17. It can also be found from the Menu button on the Dashboard, and from the **Add Expenses** button prior creating a new expense item.



If starting from the gallery, a checkbox above the desired receipt can be checked to select it. The **Add to Report** button will display a list of active reports from which the associated expense can be found, and the receipt attached.

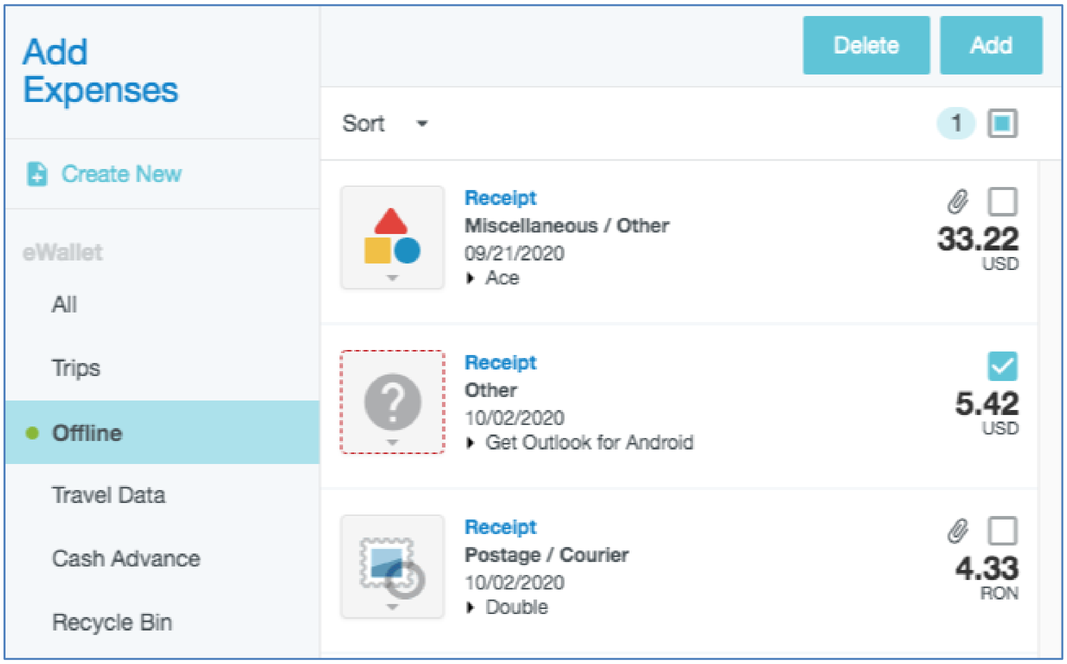


Expense information can now be entered or updated in the report.

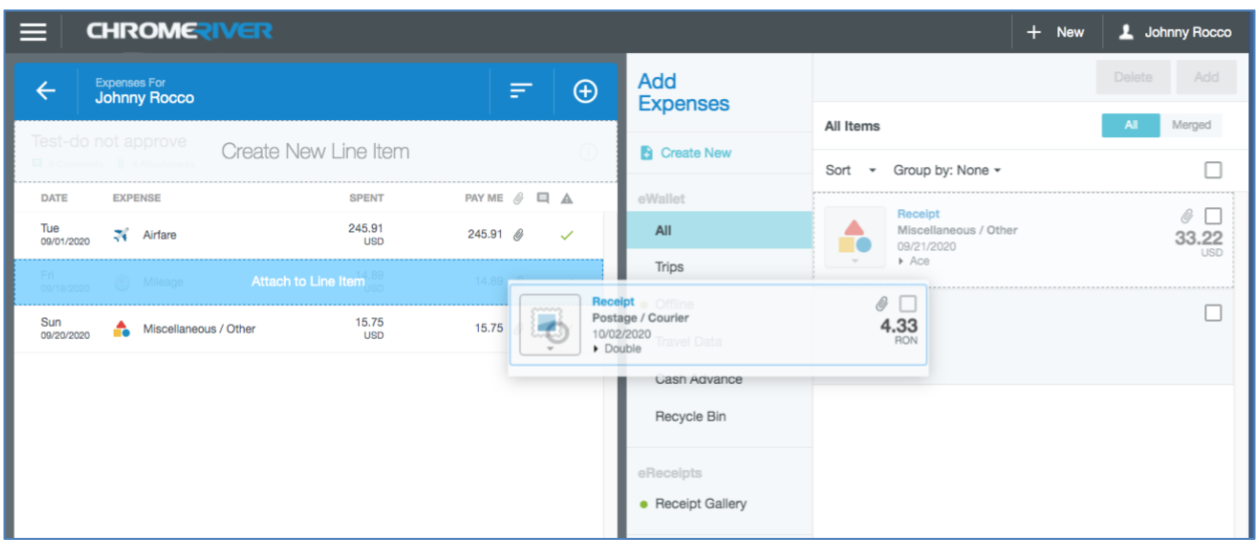
If starting from the report, the Attach "From Receipt Gallery" option can be selected as shown on page 18.

eWallet

The eWallet is a digital folder to hold receipts, or expense records submitted through Chrome River SNAP or online expenditures. eWallet items can be attached to an expense report as a new expense or merged with an existing line-item expense.



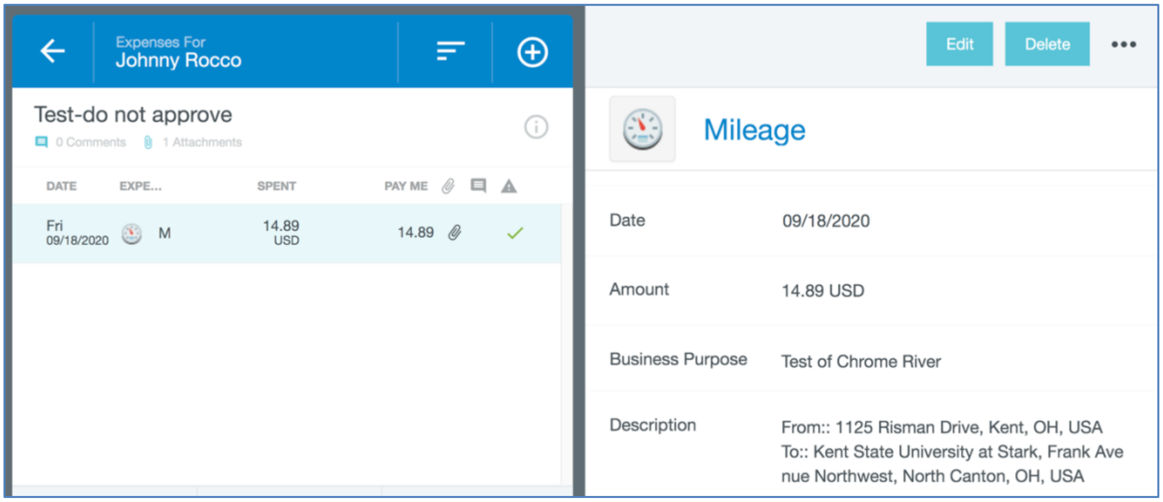
Selecting the checkbox for the expense in the eWallet and clicking the **Add** button will insert the expense into the opened report.



If the line item has already been created, the expense from the eWallet may be added to a it by dragging and dropping the expense onto the appropriate line item in the report.

Edit Expense Items

If an expense item should need to be edited, it can be selected from the entered expenses on the left side of the Chrome River page by clicking on the desired item. This will display the item on the right side for review. The edit button will open the entry for correction or deletion.

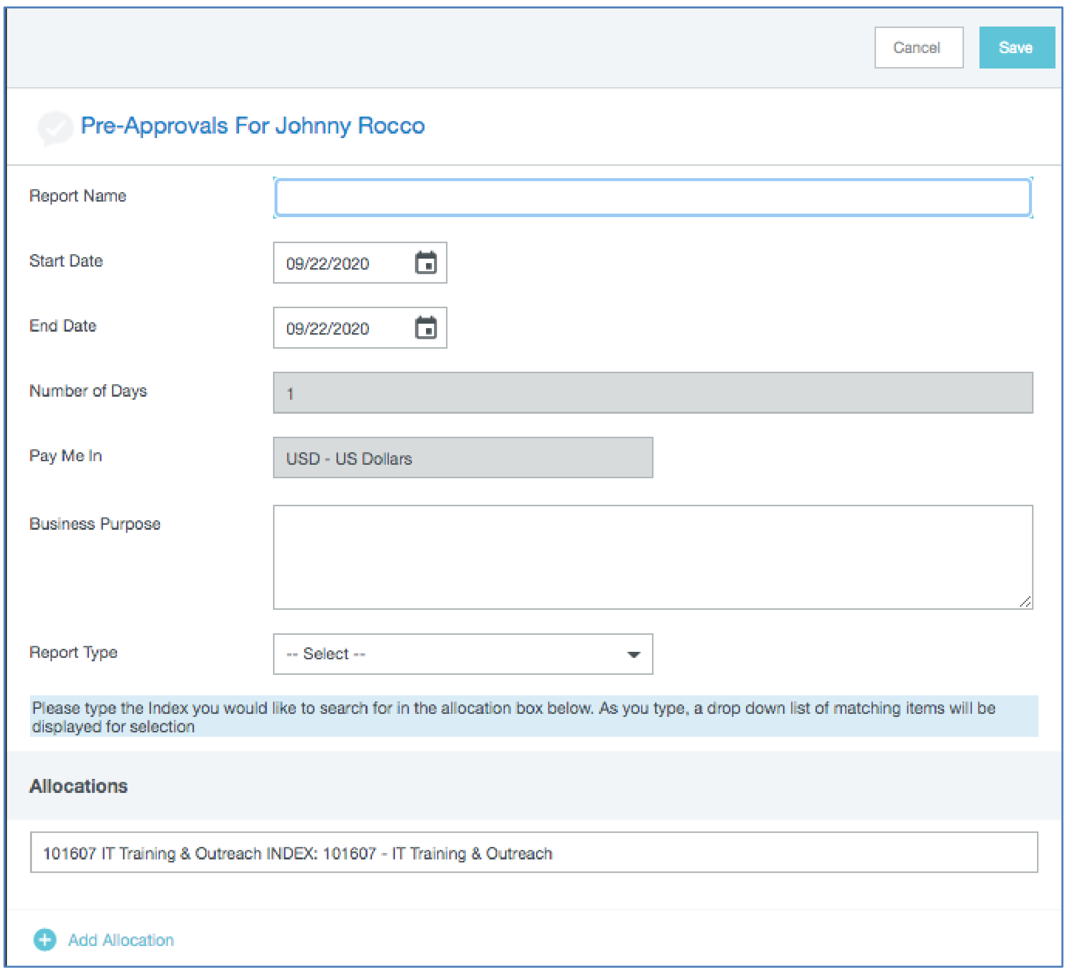


Pre-Approval Report

If travel includes airfare or an overnight stay, or if non-travel expenses include business meals, gift cards, individual memberships/licenses, or individual subscriptions, the expenses must be pre-approved. This can be requested through the Chrome River Pre-Approvals report, entering details and supporting documents, and submitting the request electronically.

As Pre-Approval reports are submitted before expenses are incurred, supporting documentation should be attached, such as a conference brochure, to establish the business purpose for expenses.

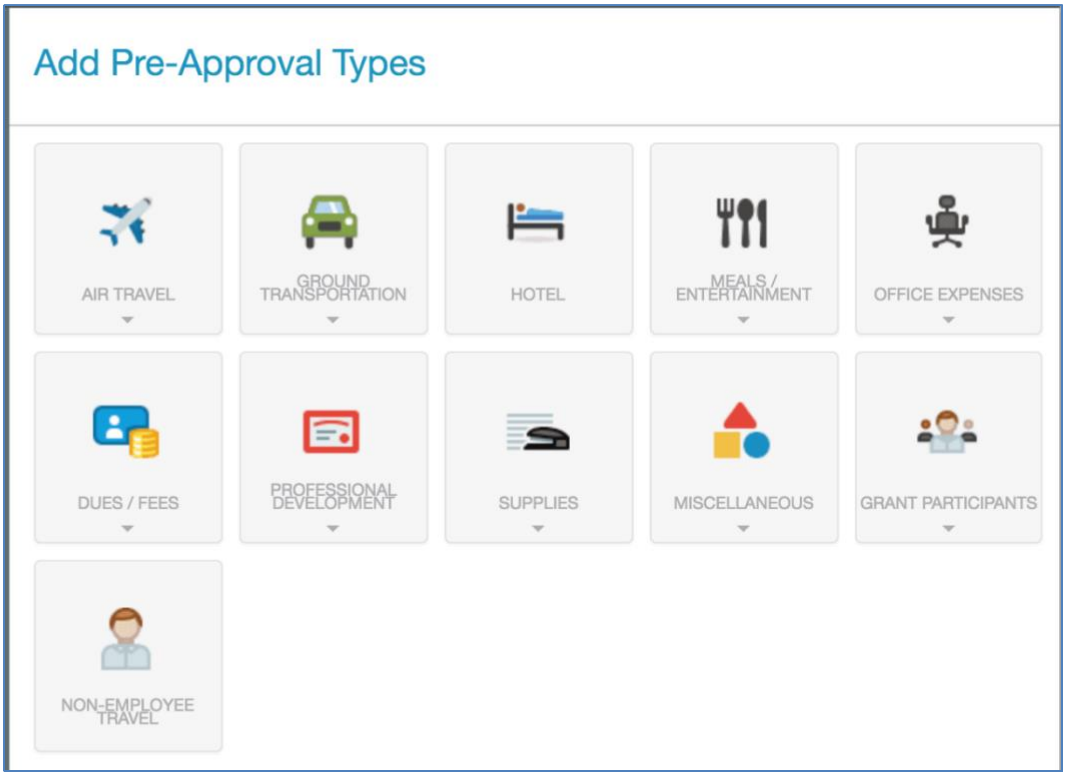
The Pre-Approval report will establish *estimated expenses*. It is separate from the Expense Report, which will be created when the expenses have been incurred and will be integrated with the Expense Report.



The **Report Type** is to be chosen from the drop-down menu.

In the **Allocations** field, typing part of the associated index number of the paying department will reveal the list of appropriate indexes from which to select. The expenses may be split by utilizing the **Add Allocation** button and choosing how to split the costs.

Pre-Approval Report, continued

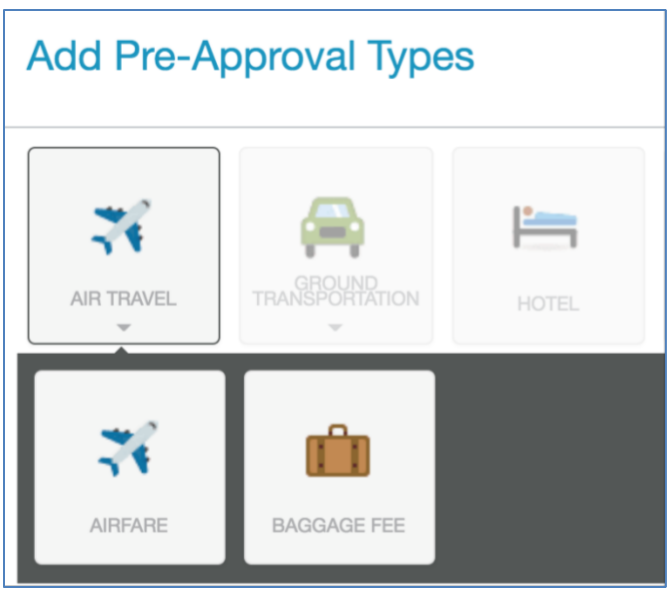


Like adding an item to an Expense Report, different Expense Types allow for the specification of how the requested funds are to be spent. Expense Types may need to be further allocated by a more specific subset of expense for pre-approval as well.

Air Travel Expenses

Booking of Air Travel can be completed using the travel partner for Kent State University, **Christopherson Business Travel,** found at www.cbtravel.com. Additional information can be obtained from the Procurement Department.

Air Travel Expenses are added using the **Add Expenses** button, the **Air Travel** dropdown selection, and the choice of Airfare, Baggage Fee, or Ticket Change fee. Each must be added individually.



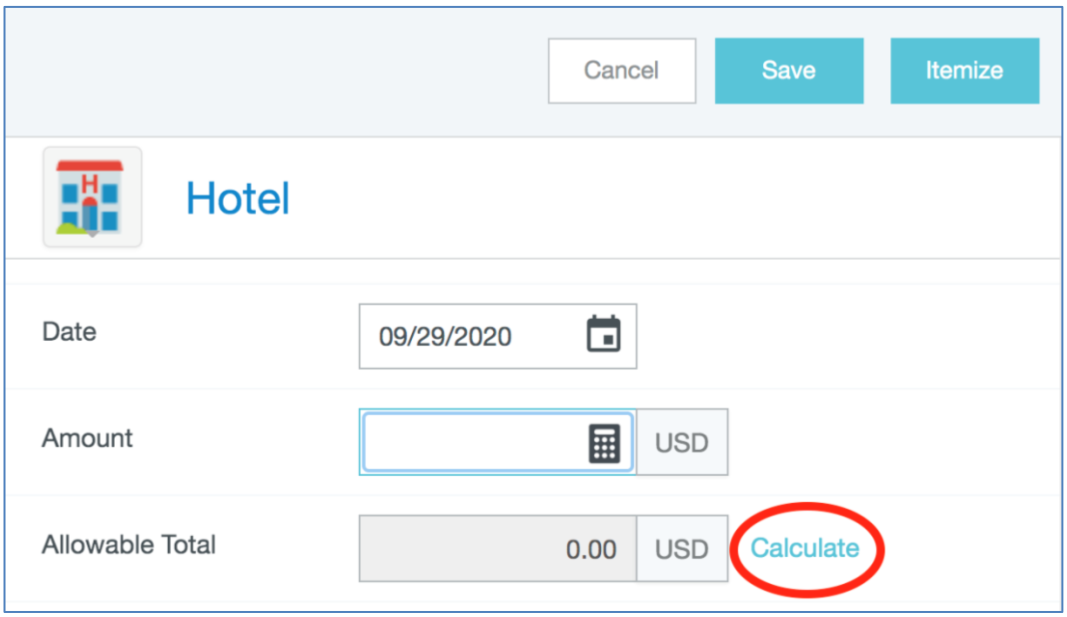
For air Travel, Airfare and baggage fees require separate, itemized expense entries.

Lodging Expenses

Employees traveling on university business in accordance with University Policy will be reimbursed at the lodging facility's standard single room rate, including applicable taxes. However, the maximum lodging reimbursement should not exceed 150% of the federal lodging per diem for the specific country and city of travel.

Lodging expenses in excess of 150% of the federal lodging per diem must be approved by the appropriate executive officer. (The IRS lodging per diem tables are built into the Expense Reimbursement application.)

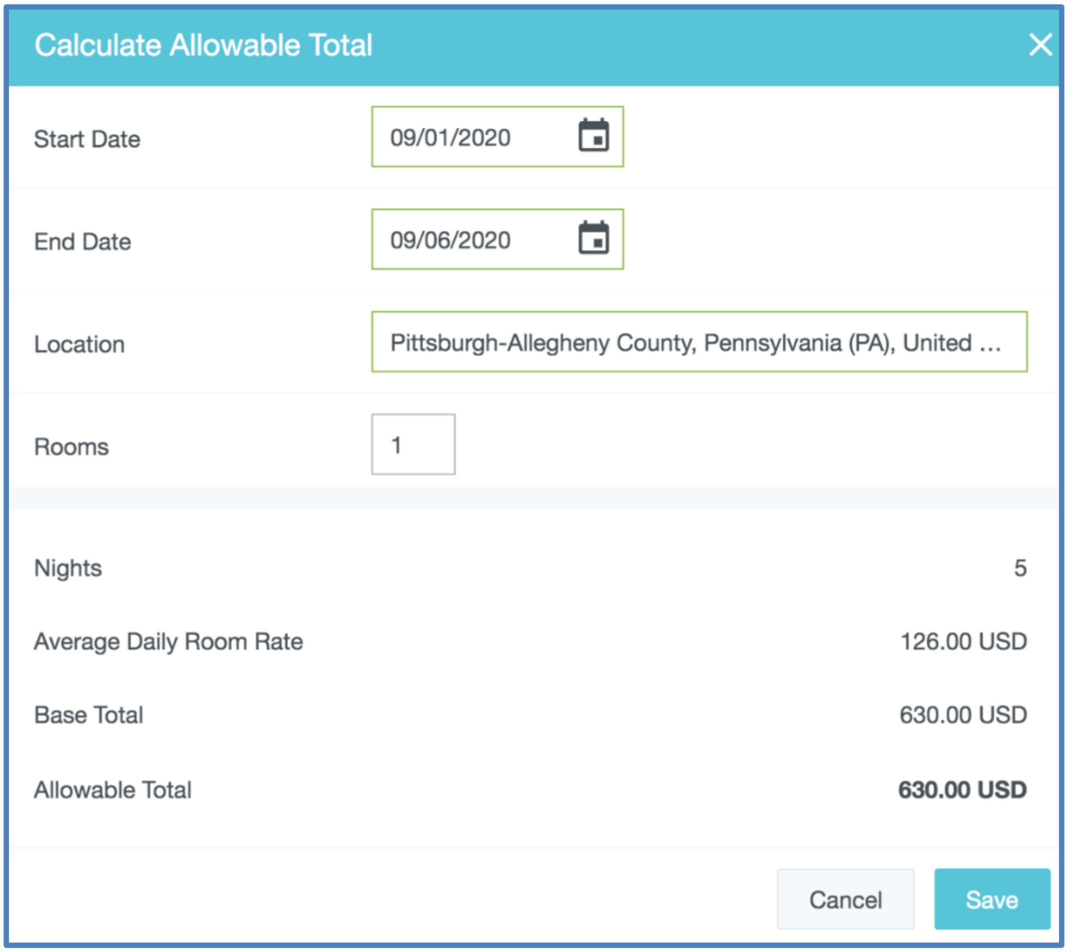
Should a lodging amount be entered on the expense reimbursement request that exceeds this limit, a warning will appear, stating that an explanation is needed. This amount may be disallowed by an approver.



A Calculate wizard is available in the Hotel Type section to find the allowable amount for lodging by city. Clicking the Calculate link will open the wizard.

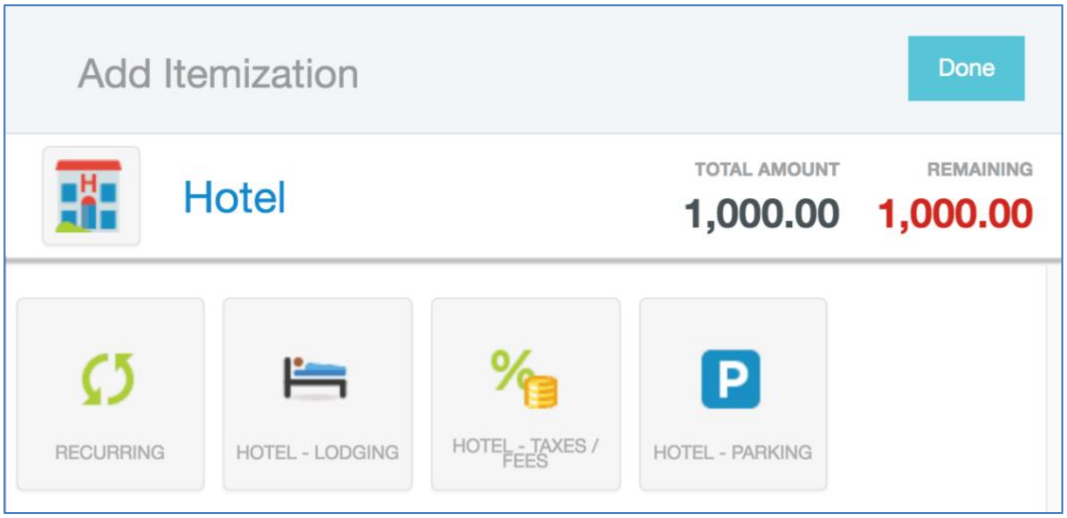
Lodging Expenses, continued

By entering the location and dates of the hotel, Chrome River will calculate the Average Daily Room Rate and Total based on the IRS accepted amounts. If the actual amount of the hotel expense should be more than 150% of the IRS allowable amount, an explanation for the overage will need to be stated and additional review will be necessary to decide if the expense is justified and will be reimbursed.

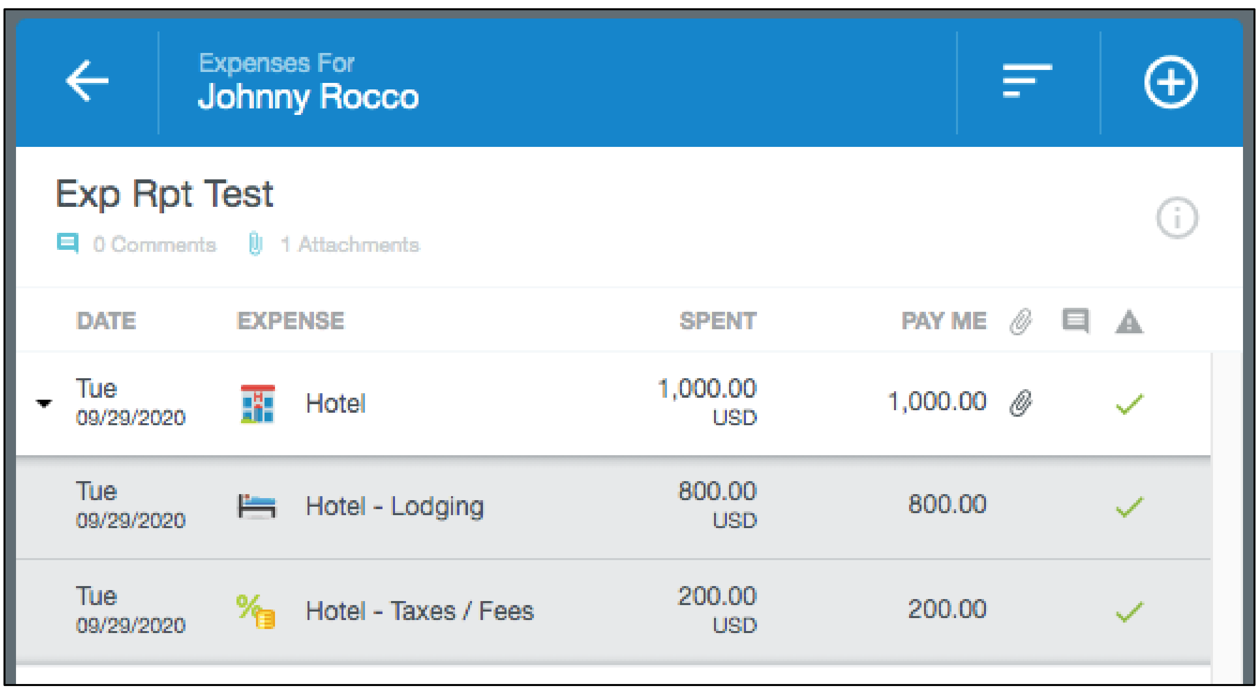


Lodging Expenses, continued

Lodging expenses will need to be itemized. A prompt will allow the user to open the itemization window and separate the expenses.



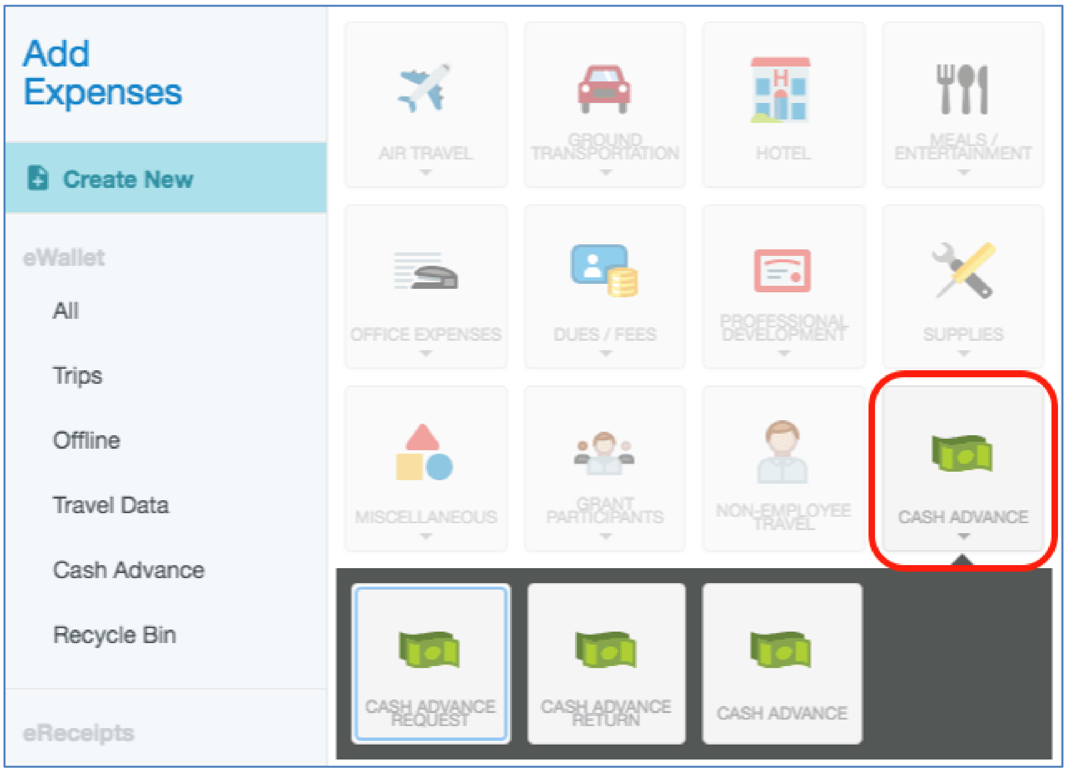
Itemized lodging expenses will be viewable in the expense list panel, by clicking on the Hotel Expense item. A drop-down list of the itemized expenses will appear as a sub-set of the item.



Travel Advance

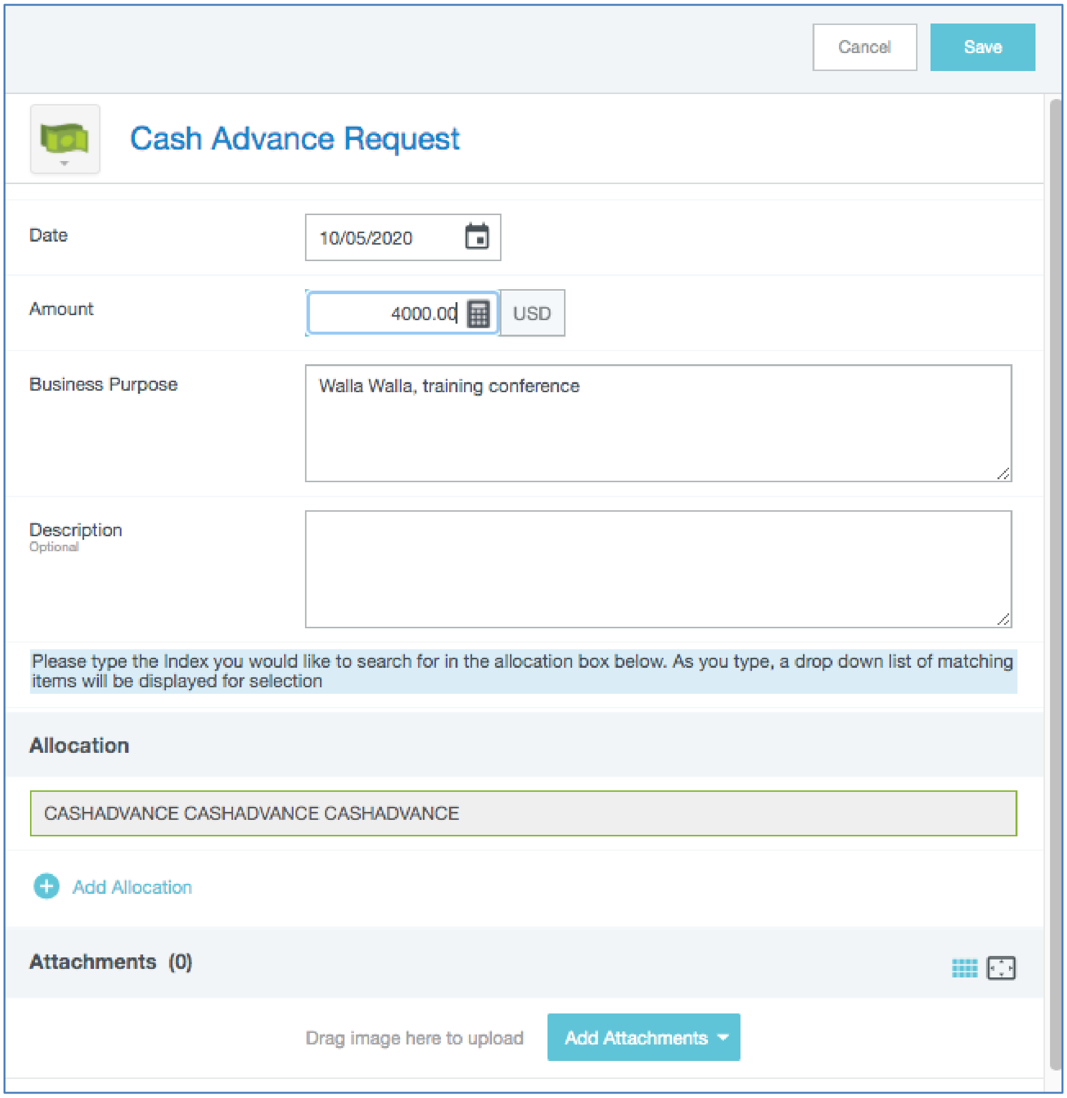
In instances where a faculty or staff member is planning group travel with students, a Cash Advance may be approved to allow for the University to fund the trip and expenses incurred prior to the travel. A Cash Advance may be requested from the Add Expenses procedure and selecting the option for Cash Advance, and Cash Advance Request.

Information regarding Travel Advance requests can be located on the Accounts Payable website. http://www.kent.edu/accountspayable



Travel Advance, continued

Information regarding the travel and expenses can be entered similar to other expenses, including supporting attachments such as an event brochure or travel details.

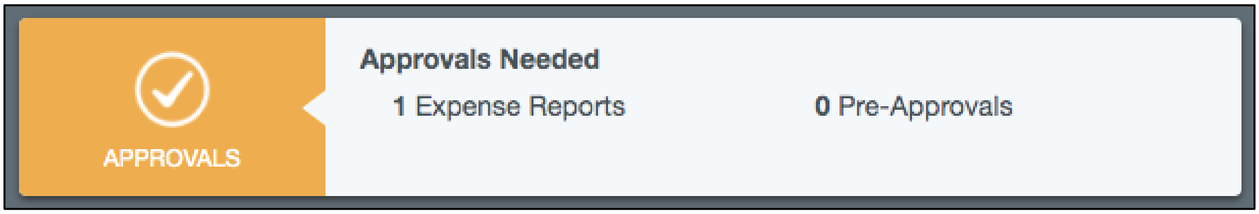


NOTE: The allocation is hard coded by the system and cannot be changed. The expense allocation will be added in the Expense Report.

Approval of a Reimbursement Request

Once requests have been entered for reimbursement by the expense owner, the report is routed for approval. The individual expenses will be reviewed for accuracy and eligibility for reimbursement and, if applicable, sent to the departmental approvers and then for payment by the Accounts Payable Department. If any errors are present, the report or individual expenses may be returned to the expense owner for correction, edited by the approver, or declined.

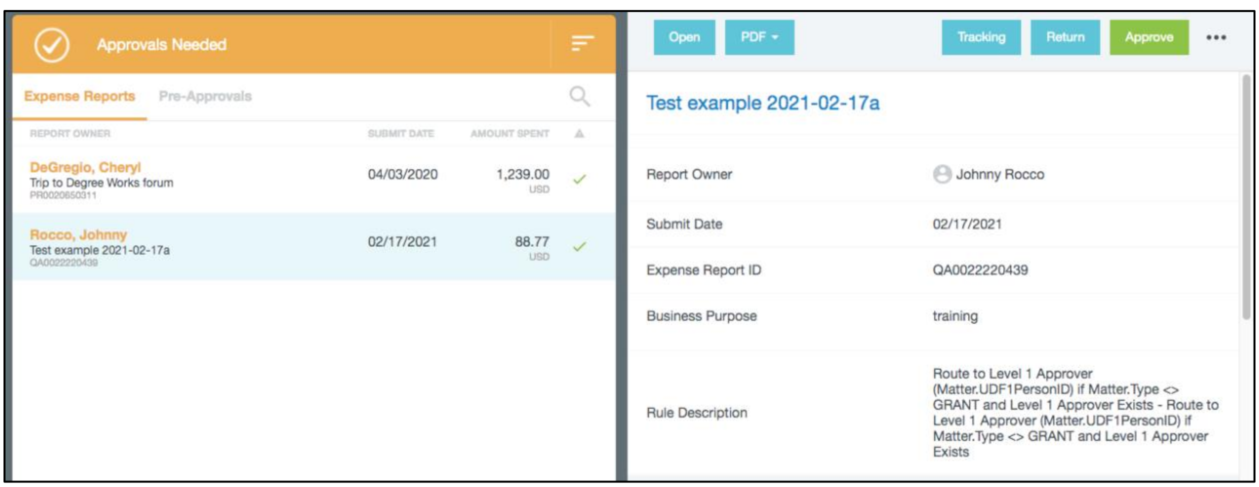
From the Chrome River Dashboard any Approvals Needed will be noted in the gold section at the top of the panel. Approvers will also receive an email notification that an item is in the Chrome River approval queue.



NOTE: Approvers will also see reports needing approval in their FlashLine My Lists queue.

Clicking on **Expense Reports** or **Pre-Approvals** will open the list of items to be addressed. Selecting a report by clicking on the item from the list will display a summary preview in the work area on the right including notes and attachments.

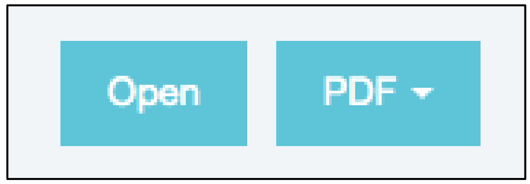
A scroll bar at the right allows for viewing all of the data included in the report summary. Buttons across the top of the page allow the Approver to take appropriate action on the report directly from the Summary page.



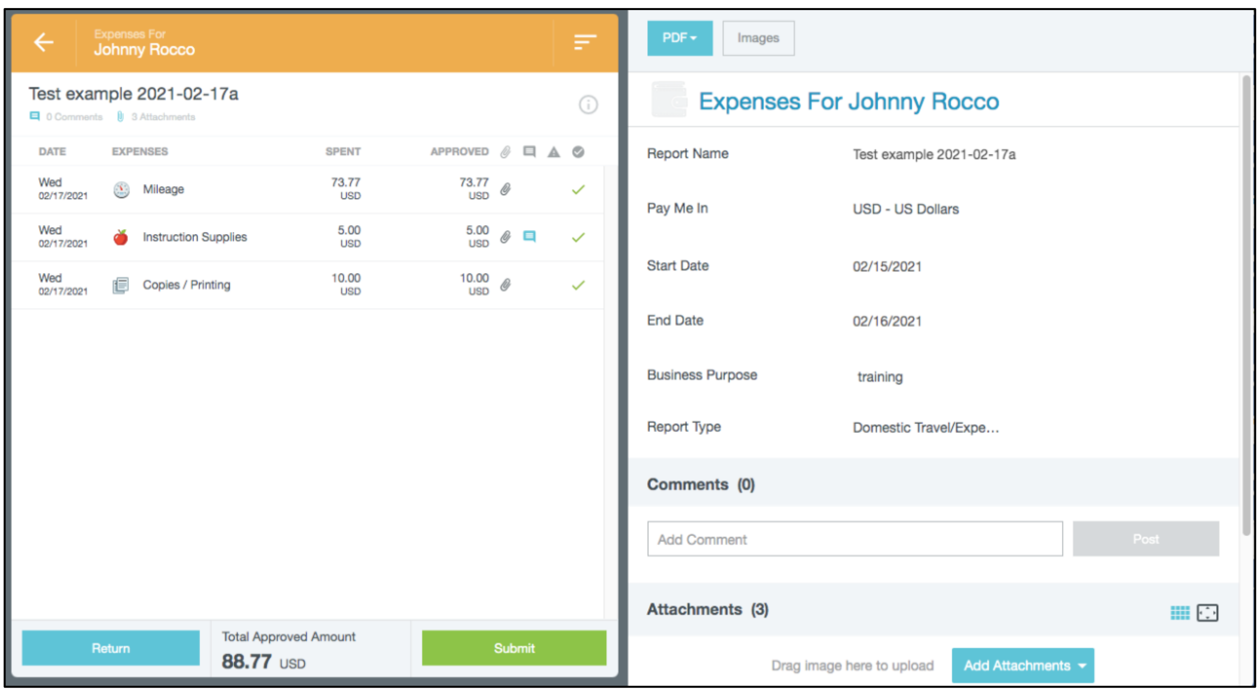
Approval of a Reimbursement Request, continued

The option buttons on the right allow Approvers to **Approve** the report and send it to either the next approver or to Accounts Payable for processing, **Return** it to the expense owner for editing, or view the status of the report by **Tracking** the progress.

On the left, the PDF button offers various views of the report summary in a PDF format with content options such as notes and receipts. The Open button displays the Report Details for review each of the expenses incurred individually.

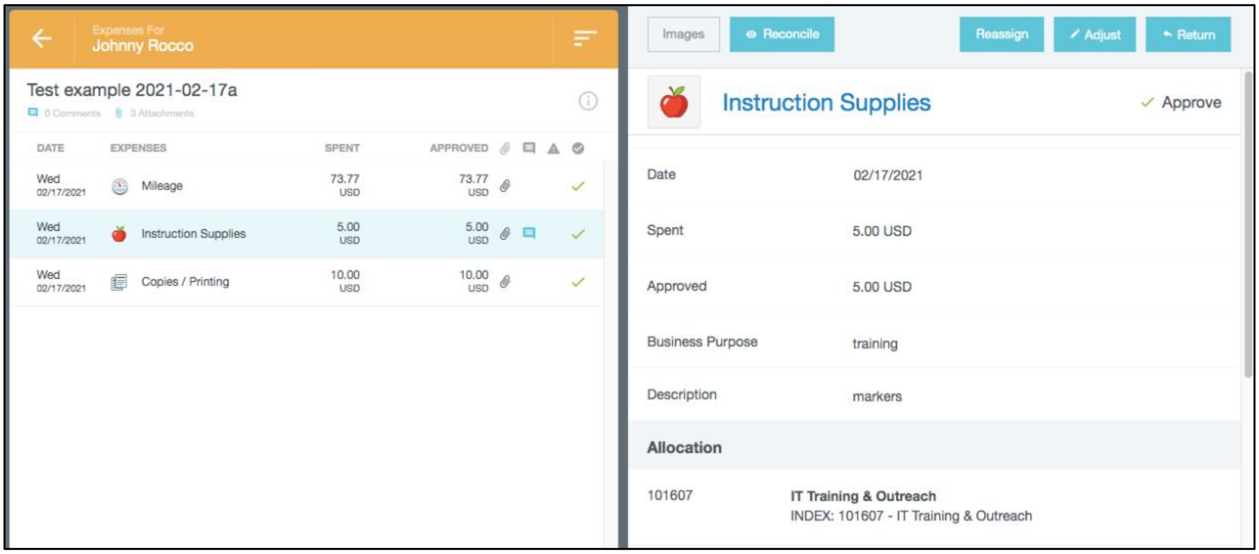


Opening a report will list the individual expenses in the left panel and an overview of the expenses in the right panel, including any comments or attachments.



Approval of a Reimbursement Request, continued

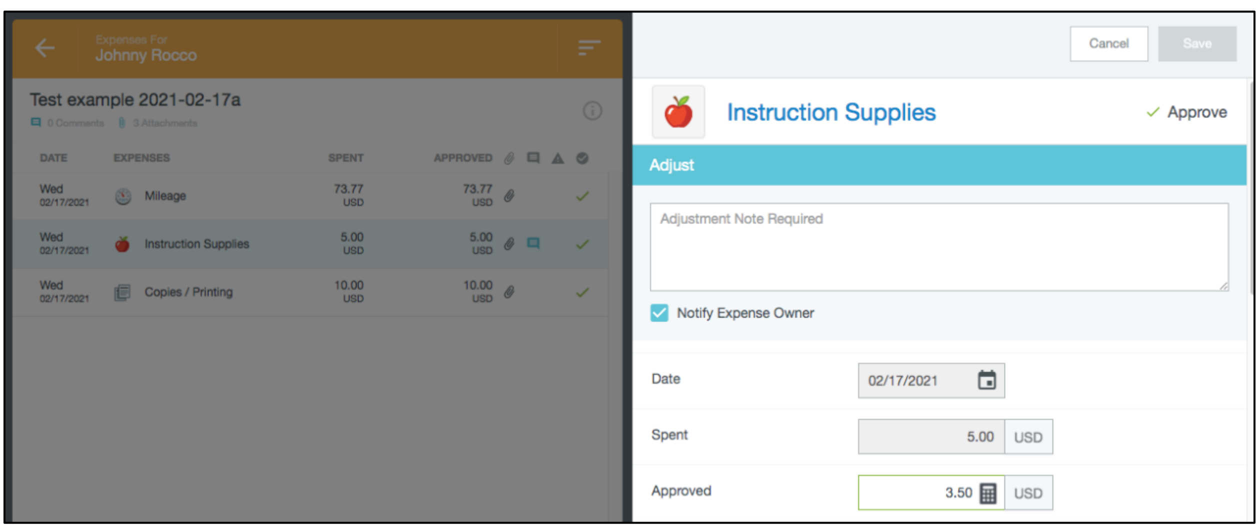
Selecting a specific expense from the list displays the expense details in the right panel.



Buttons at the top of the expense details pane allow reviewers to **Adjust** or **Return** the individual expense item, rather than the entire report.

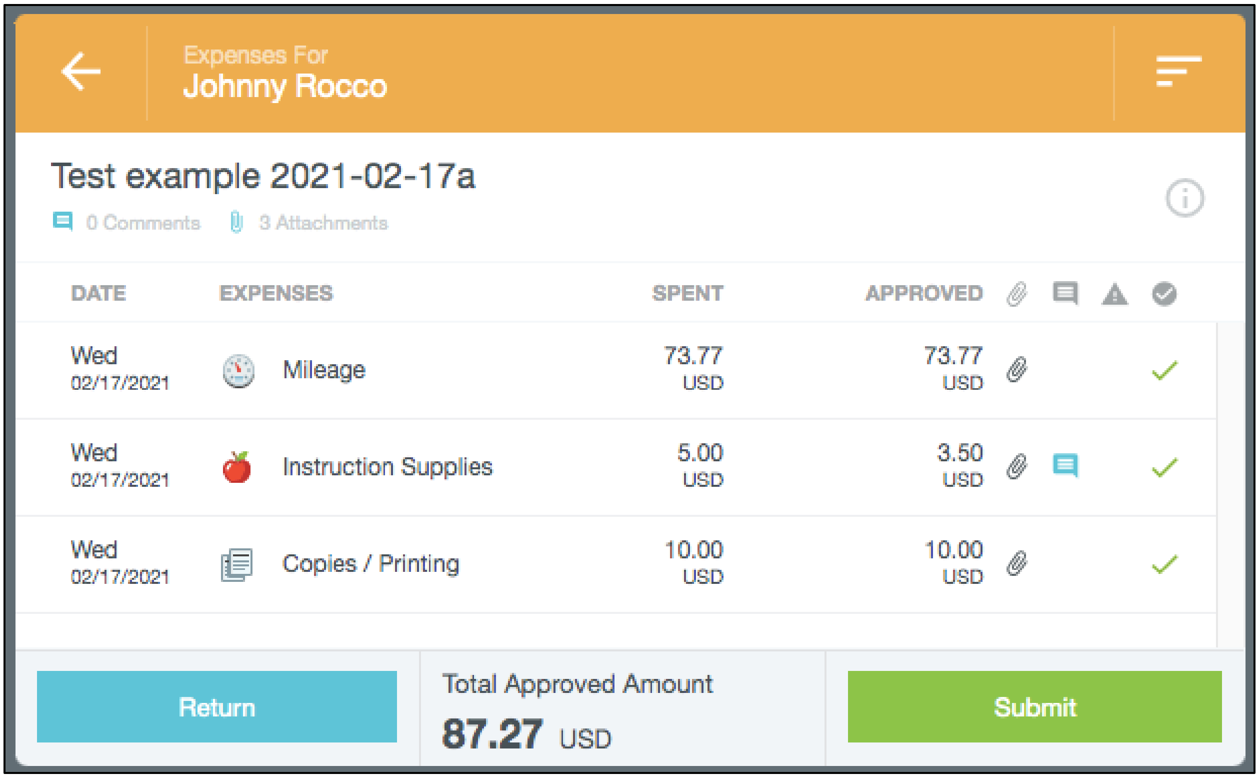
Though specifics may vary by expense type, generally the individual expense can be edited by the reviewer via the **Adjust** option should the details be incorrect. This will amend the report and send it on for the next approval step. Optionally, if edits are required, the individual item may be returned to the Expense Owner for correction by using the **Return** button on the specific item page.

Adjustments require an Adjustment Note as an explanation to the expense owner. If the default option of **Notify Expense Owner** is left checked, an email will be sent noting the details of the expense adjustment.



Approval of a Reimbursement Request, continued

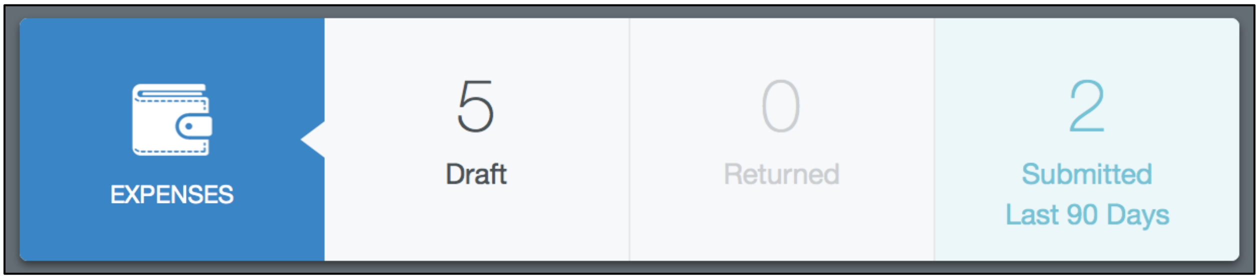
In the panel displaying the list of expenses are buttons, at the bottom, to act on the entire report including all expenses. The **Return** button sends the report back to the owner for correction and the **Submit** button sends the report on for further approval, individual item returns, or processing of the expense payment.



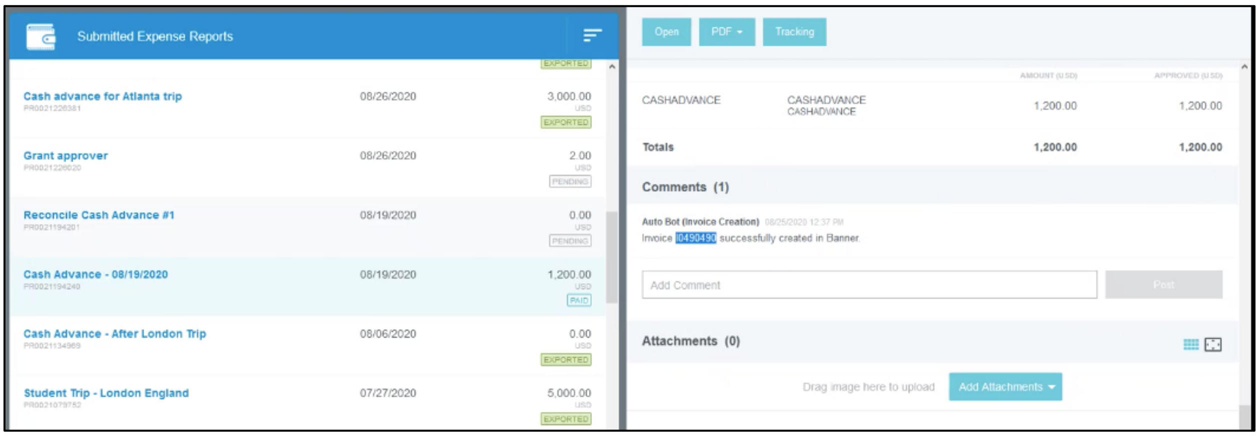
NOTE: If a report needs amended, it can be **Recalled** by the sender, which will allow for additional expenses to be added if necessary, and corrections to be made. If a report is **Returned** by an approver, only edits to the currently included expenses are possible.

Approval of a Reimbursement Request, continued

From the Expenses banner in the Dashboard, submitted reports can be viewed by selecting the icon labeled **Submitted Last 90 Days** which will display all past submitted reports.



The displayed list of reports includes status indicators to note if the expense reports are Pending, Approved, Exported, or Paid.



Selecting a report from the list displays a details pane. For an Exported or Paid report, the comments section near the bottom includes the Invoice number for tracking purposes.