

# CHROME RIVER



February 24,  
2022

## Chrome River Reimbursement Manual

BGSU uses Chrome River software for university employee expense reports for both pcard reconciliation and reimbursement requests. This system aims to make the process for reconciling financial expenses efficient and user friendly with electronic receipt options, exchange rates, expense mapping, electronic approvals, and quick reimbursements.

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## Introduction

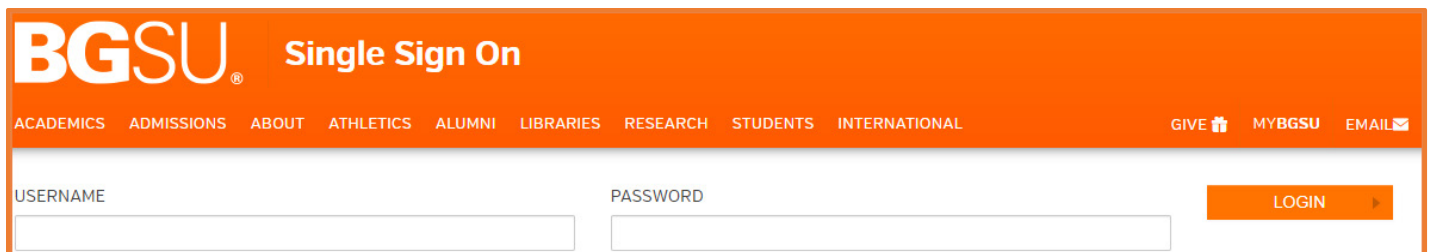
This manual is specific to Chrome River and serves as guidance from a systems perspective. Information and policies regarding travel and reimbursements can be located on the [Controller's Office](#) website. The Pcard Manual can be located on the [Purchasing](#) website.

Reports created in Chrome River are electronically routed to the appropriate approvers by email based on the budget used on the report. The system contains policy direction that includes violation warnings. Should any of these warnings be identified, it will open a text box requiring additional information pertaining to the potential violation. Additional approvals are required via the electronic workflow for certain Pcard transactions or reimbursable expenses. Approvers will also be alerted that a report has a potential policy violation.

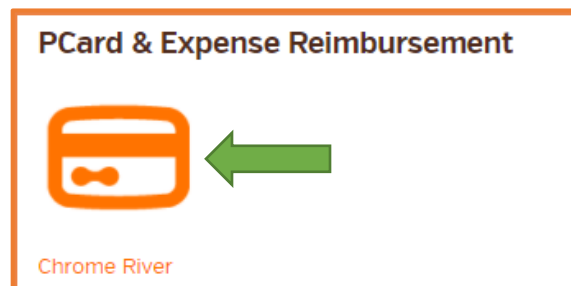
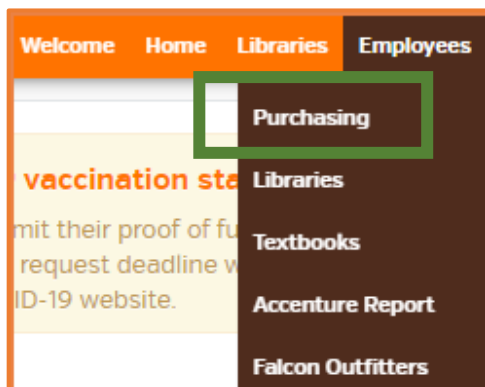
Expenses entered in Chrome River will not post to the budget until all necessary approvers have approved the report. Requests for reimbursements cannot be processed on the same report with Pcard transactions.

## Logging in to Chrome River

To access Chrome River, visit <https://my.bgsu.edu>. Use your University username and password to log in. If you have difficulty accessing the site, email [tbachma@bgsu.edu](mailto:tbachma@bgsu.edu) for assistance.



The screenshot shows the BGSU Single Sign On login page. The header features the BGSU logo and the text "Single Sign On". Below the header is a navigation menu with links for ACADEMICS, ADMISSIONS, ABOUT, ATHLETICS, ALUMNI, LIBRARIES, RESEARCH, STUDENTS, and INTERNATIONAL. On the right side of the header, there are links for GIVE, MYBGSU, and EMAIL. The main content area contains two input fields labeled "USERNAME" and "PASSWORD", and an orange "LOGIN" button with a right-pointing arrow.



## Expenses

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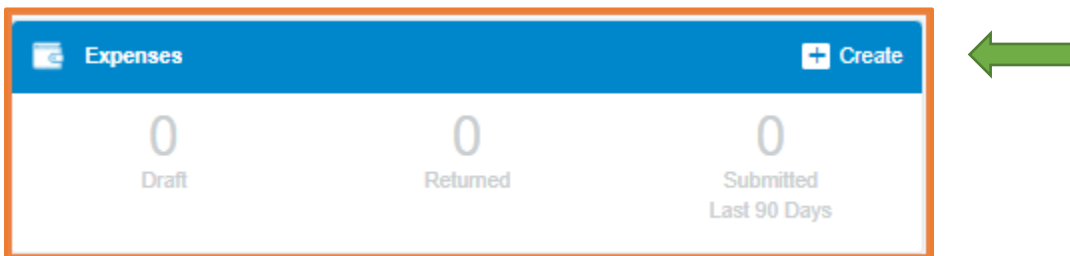
The E-Wallet on the Chrome River dashboard contains all the receipts that have been automatically imported into Chrome River via email or various other sources.



## Creating the Report

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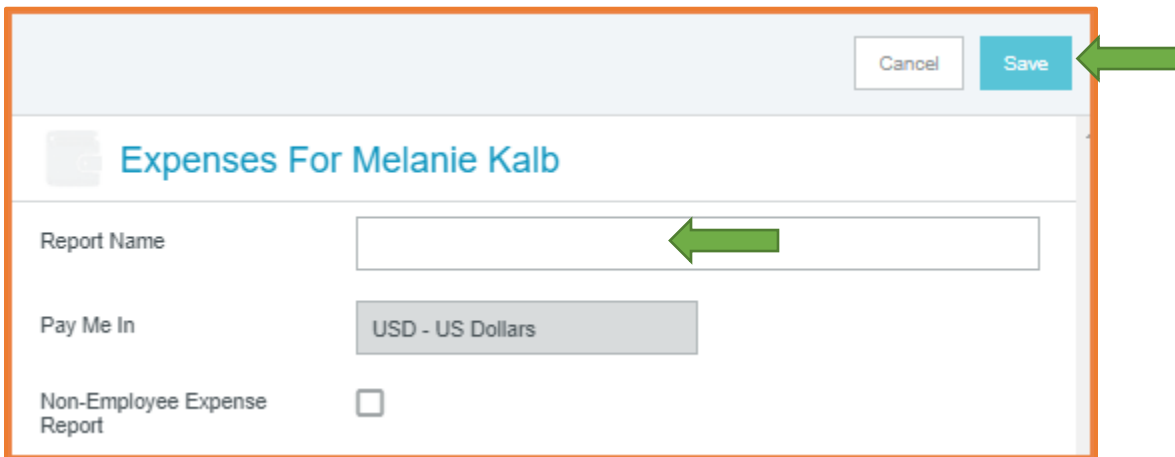
Select one +Create on the dashboard under the Expenses section



## Create Report Header

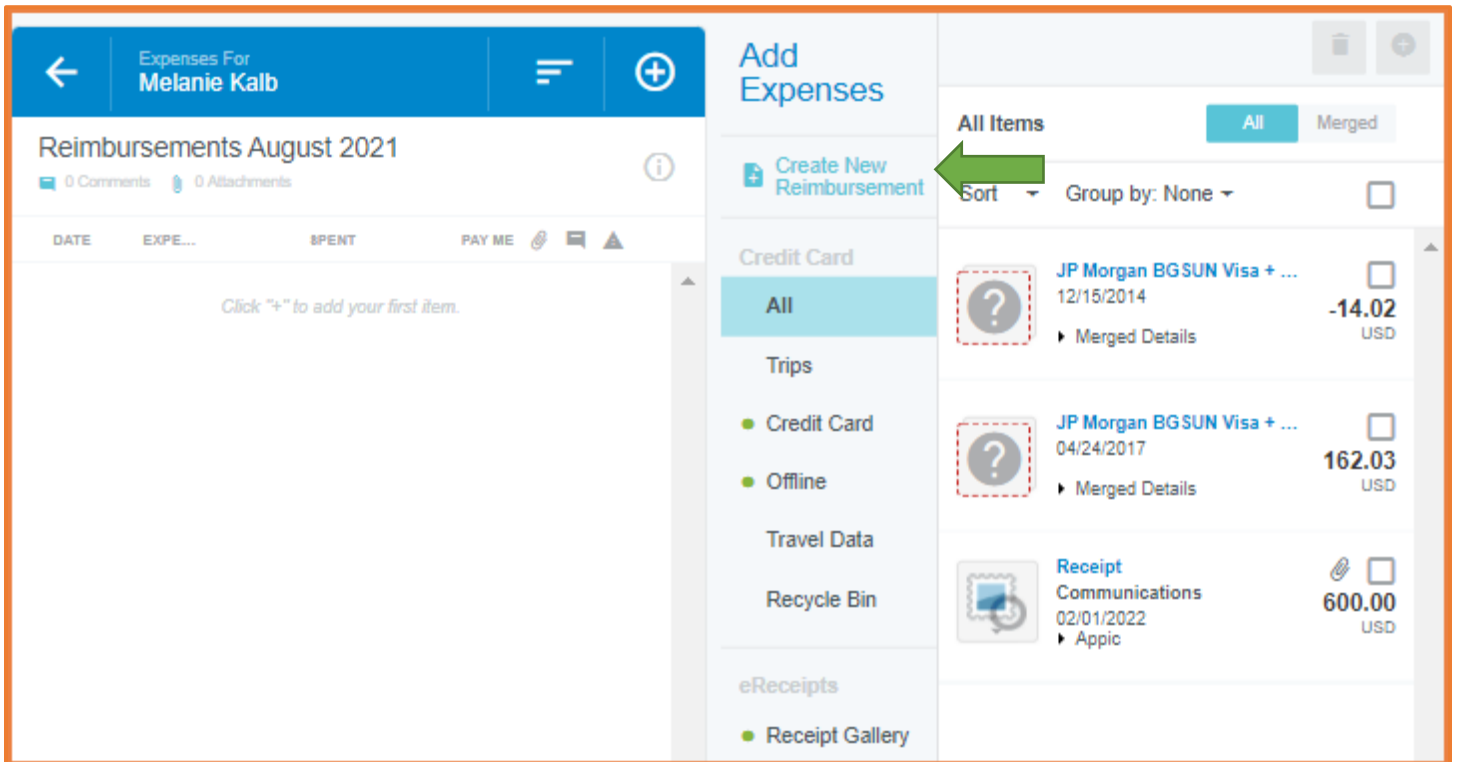
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Add a Report Name. Click Save.



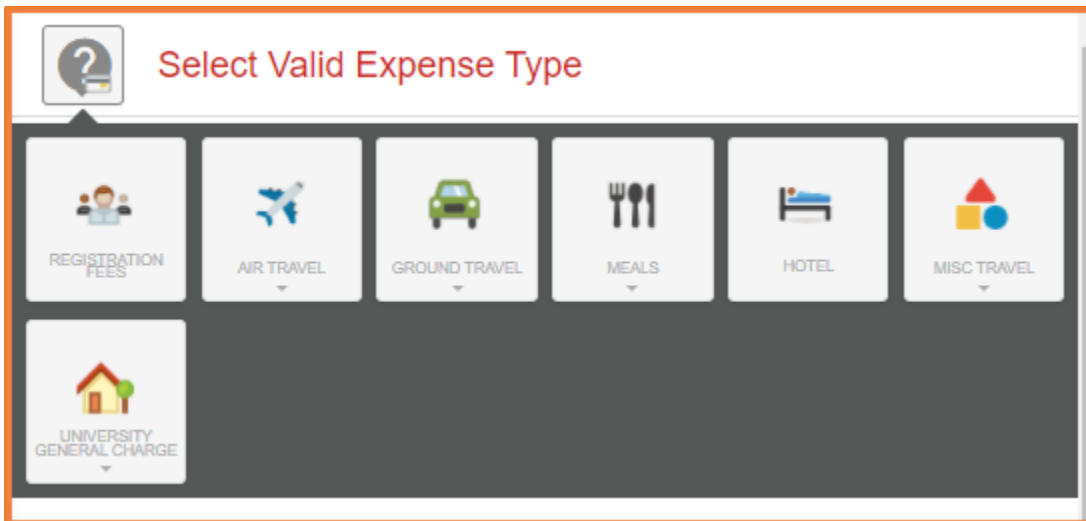
The screenshot shows the 'Expenses For Melanie Kalb' report creation form. It has a light blue header with 'Cancel' and 'Save' buttons. Below the header, there is a section titled 'Expenses For Melanie Kalb'. The form contains three fields: 'Report Name' (with a green arrow pointing to the input field), 'Pay Me In' (set to 'USD - US Dollars'), and 'Non-Employee Expense Report' (with an unchecked checkbox).

Click on Create New Reimbursement.



## Select Valid Expense Type

Select an expense type. Expense types with drop down arrows have additional subcategories of expense types. Select the expense type that most closely matches the expense.



A new expense-entry window will open. Enter the date and amount spent. The description should be the business purpose of the expense.

The screenshot shows the 'Registration Fees' form in Chrome River. At the top left is a user icon and the title 'Registration Fees'. Below this are several input fields: 'Date' with a calendar icon, 'Spent' with a value of '0.00' and a 'USD' currency selector, and a large 'Description' text area. A light blue informational banner reads: 'If meals are provided by the Conference, please don't reimburse other meals.' Below this is a 'Meals Included?' dropdown menu currently set to '-- Select --'. The 'Merchant' field is optional and currently empty. Another light blue banner states: 'ATTENTION: This is being submitted as an out of pocket expense or single pay'. Below that is a 'Receipt Attached' checkbox, which is currently unchecked. The 'Allocation & Program Code' section features a search bar with the placeholder text 'Search for Allocation'. At the bottom left of the form are two buttons: '+ Add Allocation' and 'Presets'.

Additional details will be required depending upon the expense type chosen such as the example below.

This close-up screenshot highlights the 'Meals Included?' dropdown menu, which is set to '-- Select --', and the 'Merchant' field, which contains the value 'XFR BAL 1731394714'. Above these fields is a light blue banner with the text: 'If meals are provided by the Conference, please don't reimburse other meals.'

Check the receipt attached box to confirm that a receipt will be attached. Expense lines that have this box are required to have a receipt. This box serves as a reminder.

This close-up shows the 'Receipt Attached' label next to an unchecked checkbox.

Under the Allocation section, begin typing the SpeedChart description or number and select the appropriate SpeedChart from the search results. Recently used codes will be listed at the top. If a Program Code is needed, search and select it. If no Program Code is needed, select None.

The screenshot shows the 'Allocation & Program Code' section. It contains a text input field with the value '301000OPER Business Operations Business Ops-OPER/10000-BGSU - BG Campus/6000' and a dropdown menu currently set to 'None'. Below these are two buttons: '+ Add Allocation' and '≡ Presets'. A callout box on the right contains the text: '\*Note that the system will not allow you to add expenses for foundation funds and university funds to the same expense report.'

If an expense line needs to split between multiple accounts, click the +Add Allocation link and repeat the steps above. By default, the expense will evenly split between the selected accounts. The allocated amounts can be manually changed by adjusting the percentage or dollar amount next to each funding line. Confirm the adjusted totals add up to 100%. Click Split Equally to distribute the expense equally among all accounting lines. Click Clear Splits to zero out all but the first accounting line. Click the X to the left to remove an allocation line. Click the arrow to the right of the amounts to add descriptions per account.

This screenshot shows the 'Allocation & Program Code' interface with two allocation lines. The first line is for '301000OPER Business Operations Business Ops-OPER/10000-BGSU - BG Campus/6000' with a percentage of 100.0% and an amount of 162.03. The second line is for 'Search for Allocation' with a percentage of 0.00% and an amount of 0.00. At the bottom right, the total percentage is 100% and the total amount is 162.03. Buttons for 'Split Equally' and 'Clear Splits' are visible at the top right. At the bottom, there are '+ Add Allocation', '≡ Presets', and 'CREATE PRESET' buttons.

Any budgets regularly used, can be saved by clicking on create Preset. Name the Preset, then add the Preset whenever needed to split as defined in the Preset.

The 'Create Preset' dialog box is shown on the left, with a text input field containing 'Sciences Split' and 'Cancel' and 'Create' buttons. On the right, the '≡ Presets' button from the main interface is highlighted with a red underline.

Note: Always verify the type of expense. It will say this is an Out of Pocket Expense which means a check will be issued to the user name attached to the expense report.

ATTENTION: This is being submitted as an out of pocket expense or single pay.

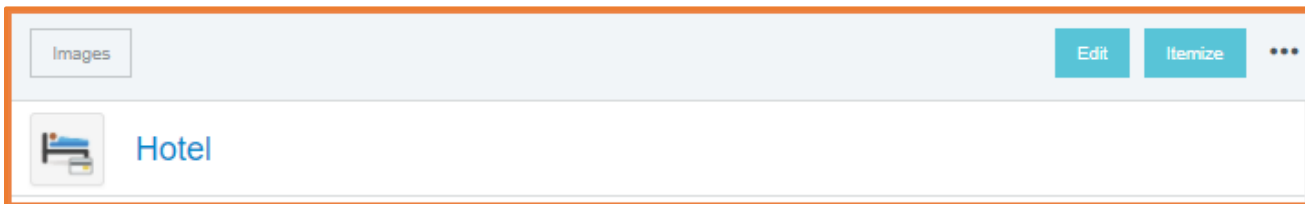
Receipt Attached

## Special Expense Types

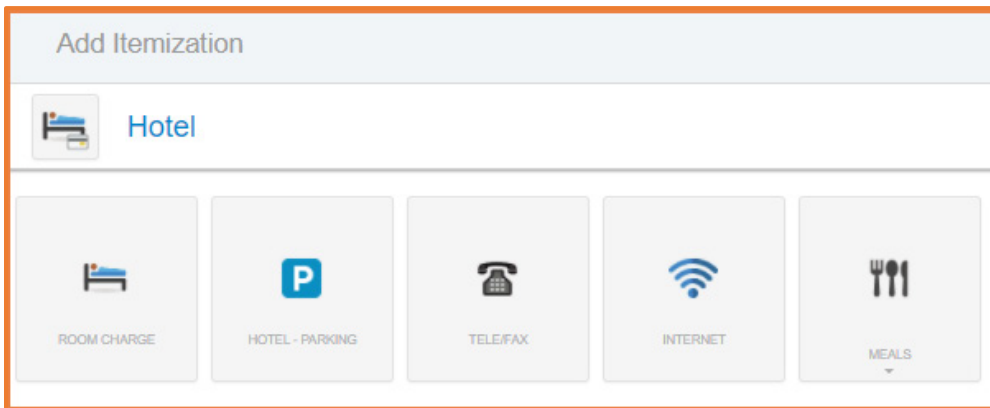
### Hotel Expenses

Hotel bills frequently include charges for items such as parking or meals. Itemization is not required, but it is an option. To make the process of reporting these quick and simple, the Hotel expense tile has the functionality to itemize the charges on the bill. After completing the Hotel expense tile header, click the Itemize button in the top right corner (Note: Any personal non-reimbursable charges on the hotel folio should be deducted).

Select Itemize.




Select a Hotel subcategory expense type tile.



Enter the first itemized amount.





## Hotel - Parking

TOTAL AMOUNT    REMAINING

**162.03**    **162.03**

---

Date

04/24/2017

📅

Spent

20.00



📱

USD

Description

Parking onsite for rental car at conference.

The expense report now includes a drop-down arrow that includes itemizations.

DATE	EXPENSE	SPENT
Mon 04/24/2017	 Hotel	162.03 USD
Mon 04/24/2017	 Hotel - Parking	20.00 USD

Select Itemize again to complete the itemization.

Edit


Itemize

⋮

TOTAL AMOUNT    REMAINING

**162.03**    **142.03**

Complete the itemization by entering the remaining balance as the room charge.



## Room Charge

Date

04/24/2017

📅

Spent

142.03




📱

USD

Description

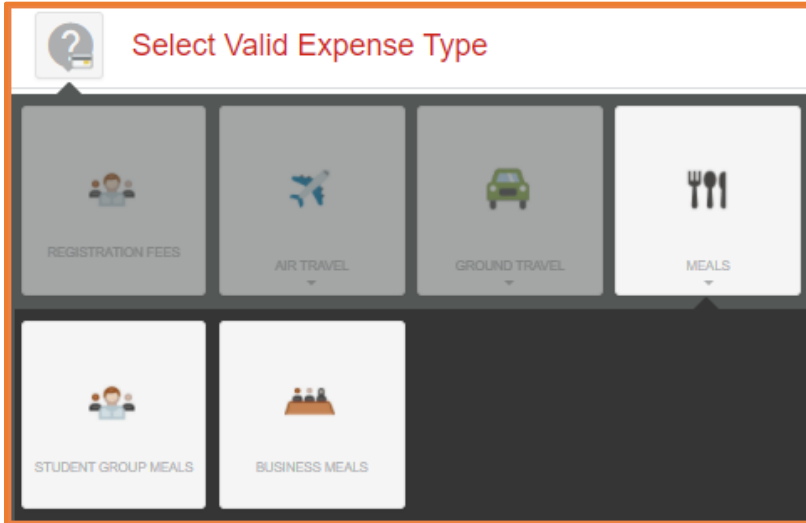
Room Charge For Conference -See Attached Agenda

★ Receipts for hotel expenses must contain the agenda or event information reflecting business travel dates.

DATE	EXPENSE	SPENT
Mon 04/24/2017	 Hotel	162.03 USD
Mon 04/24/2017	 Hotel - Parking	20.00 USD
Mon 04/24/2017	 Room Charge	142.03 USD

## Expenses with Guests

Certain expenses, such as Student Group Meals will require a list or description of the guests in attendance. Remember to include a detailed agenda or event information with dates & times for all meals in the description or as an attachment.



For most meals, first decide if it is a student group meal or a business meal (Entertainment).

Business meals require calculation of reasonable expenses using the Allowable Food Total wizard. Select [Calculate](#) to open the wizard.

The screenshot shows a wizard interface with a light blue header that reads "Please scan an itemized receipt. Alcohol cannot be reimbursed." Below the header, there are two rows of input fields. The first row is labeled "Allowable Food Total" and contains a text input field with "0.00", a dropdown menu with "USD" selected, and a blue "Calculate" button. The second row is labeled "Overage Total" and contains a text input field with "0.00" and a dropdown menu with "USD" selected.

Calculate Allowable Total

Date

Location

Meal Type  
 Breakfast  
 Lunch  
 Dinner

Attendees

Per Attendee	23.00 USD
Base Total	92.00 USD
<b>Allowable Food Total</b>	<b>92.00 USD</b>

Calculate Overages

	SPENT AMOUNT
Transaction Amount	162.03 USD
Food <input style="width: 150px; border: 1px solid #ccc;" type="text" value="162.03"/>	162.03
Remaining Transaction Amount	0.00 USD

Food

Spent: 162.03 USD of 92.00 USD

Over 70.03 USD

Search and select the city, state or county.

Select a meal type and enter the number of attendees.

Enter the receipt total.

The over or under amount will be calculated.  
Click SAVE.

Allowable Food Total	92.00	USD	<a href="#" style="color: #00A0C0;">Calculate</a>
Overage Total	70.03	USD	

Business meals will require adding the list of guests using the Guest Widget. The Guest Widget allows both internal guests as well as external guests. To add internal guests (default), begin typing a name. A list of possible guests will appear. Click the desired name to add it.

Guests (2)

Internal Add Guests

Internal  
External

Internal	x	<b>Melanie Kalb</b> <i>Purchasing Systems Specialist Bowling Green State University</i>	50 %	81.02
Internal	x	<b>Teresa Coss</b> <i>Procurement to Pay Manager Bowling Green State University</i>	50 %	81.01
			100 %	162.03

To add external guests, change the selection box next to the Add Guests field to External. If the external guest has previously been entered in the system, search and select the name to add it. Otherwise, click the +Add New External Guests link.

Guests (2)

External Add Guests

Upload CSV

Internal x Meli  
Purc  
Bow

Internal x Tere

Emily Kalb  
*Health Officer  
Health Department*

+ Add New External Guests?

It will ask for the First Name, Last Name, Title and Company Name. Once all fields have been populated, click Add. Note that the system will automatically split the total cost of the bill evenly between the number of guests added.

For group meals with more than 25 people that cannot be easily identified, or an event open to the public, it is not necessary to use the Guest Widget. Instead, Add New External Guests, but add the name of the event or group instead of an individual for the first name and last name. Enter a description of the group for the title and the approximate number in attendance (e.g., Alumni event; 50 people). Enter BGSUXXXX for the Company Name.

EXTERNAL

First Name

Last Name

Title

Company Name

Cancel Add

## Delete Expense Lines

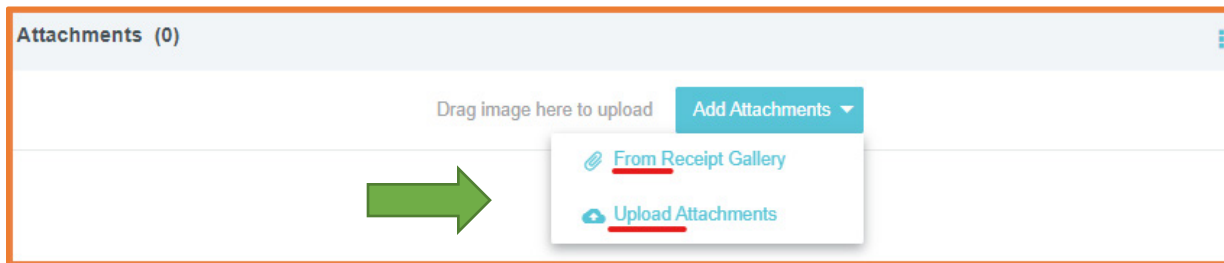
The Recycle Bin contains receipts that have been deleted from expense reports. It does not contain images that were uploaded directly to the Receipt Gallery and then deleted from the Receipt Gallery. From the Recycle Bin choose to either delete items permanently or restore them to the Receipts Gallery.

## Adding Receipts

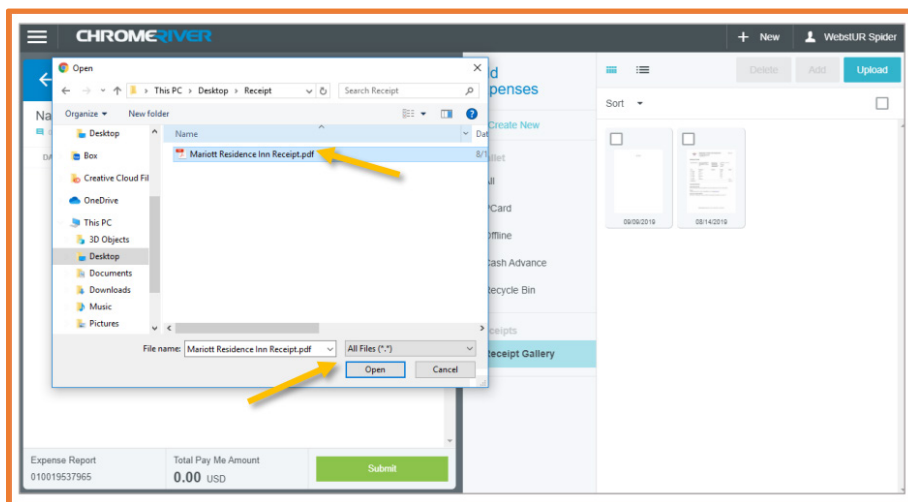
Add receipt(s) to each expense line. Click Add Attachments and Click Upload Attachments to select a PDF document saved on the computer. To attach using the [Receipts Gallery](#), proceed to that section of this document for instructions.



To upload the receipt, either drag the receipt directly from the desktop to this section or click the Add Attachments button and select Upload Attachments.



Navigate to the file on the computer and click Open. The receipt is now attached to the expense line.



Click Save.

Melanie Kalb  
Bowling Green State University

Cancel Save

## Submit the Report

Verify the Pay Me Amount has the total amount that will be paid to you.

Then, click Submit.

Expense Report  
010049947037

Total Pay Me Amount  
**15.45** USD

Submit

Click Submit again to Submit the Confirmation.

**Submit Confirmation**

I hereby certify that all expenses listed here are true and correct to the best of my knowledge and are for legitimate business purposes.

PDF Cancel Submit

### Reimbursements August 2021

Report Owner	Melanie Kalb <i>Purchasing Systems Specialist</i>
Expense Report ID	010049947037

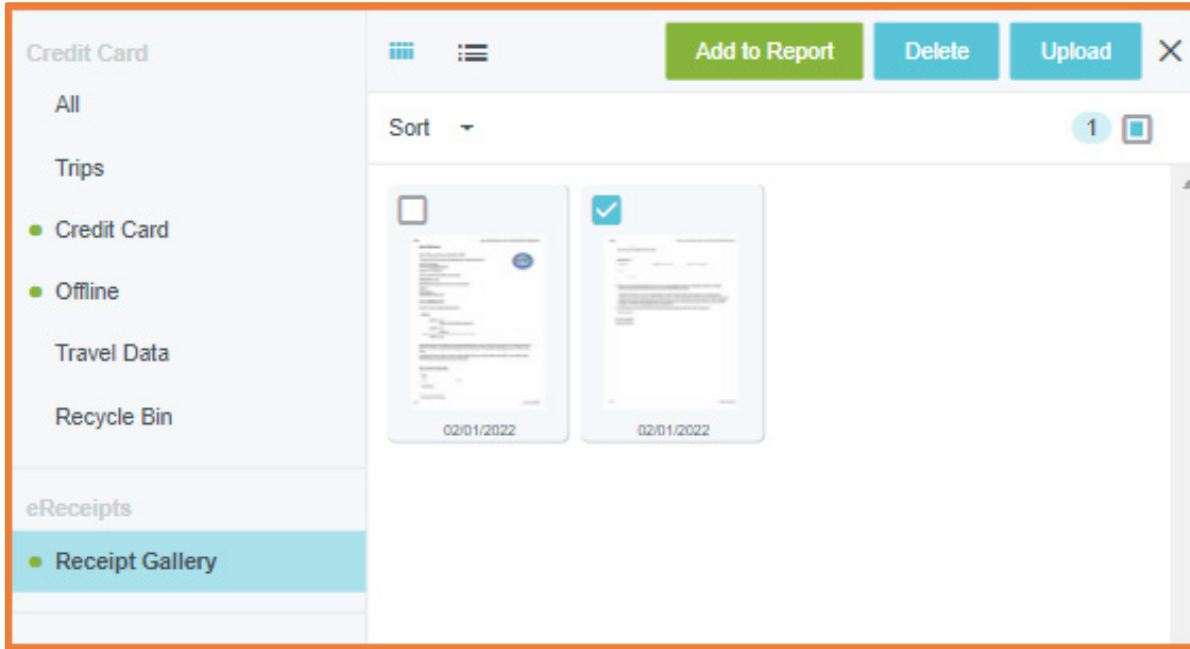
### Financial Summary

	AMOUNT (USD)	APPROVED
Total Expense Reported	15.45	
Amount Due Employee	15.45	0.00

Verify Amount Due Employee is correct.

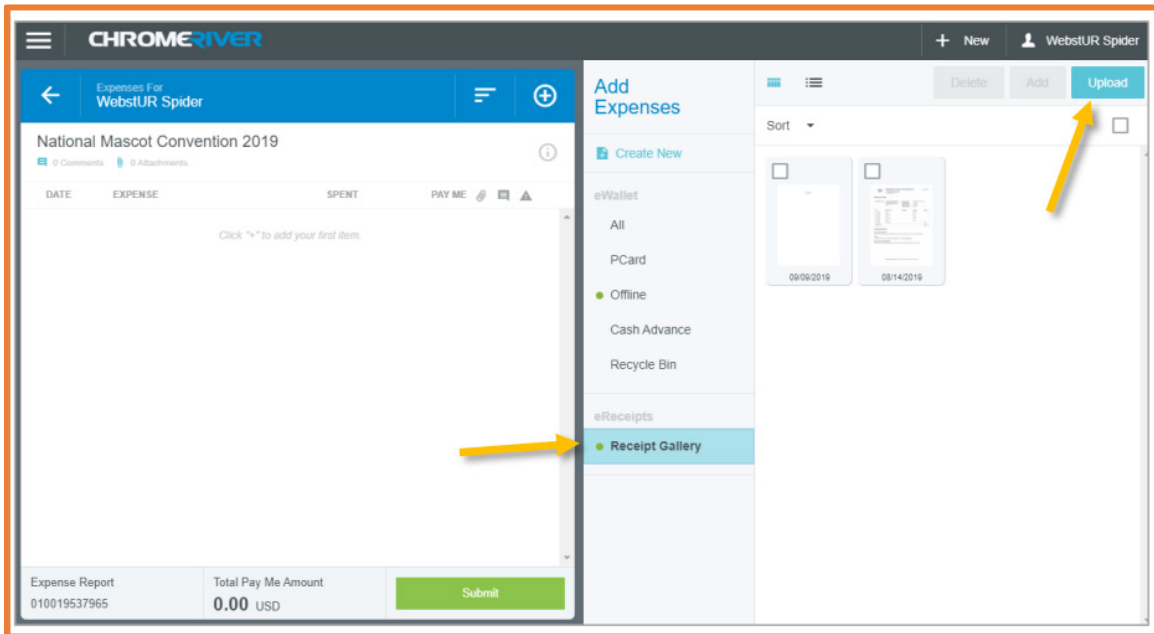
## Receipts Gallery

To add a receipt from the Receipt Gallery to a report, click the checkbox for that expense line, and click Add to Report.

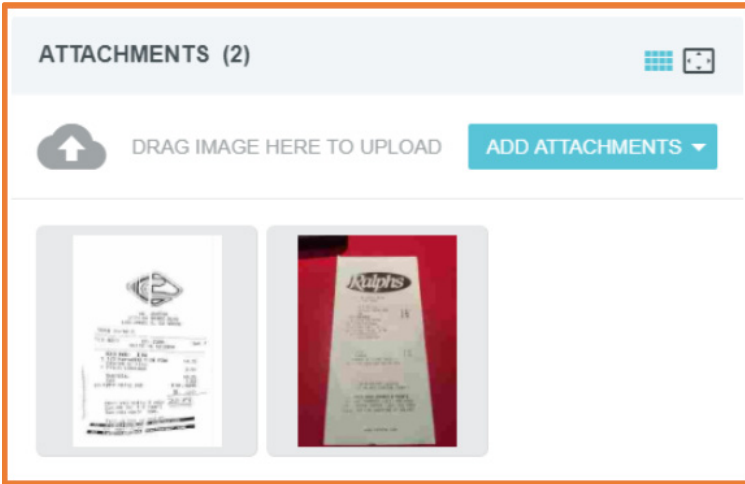


Thumbnail images of each receipt attached will appear in the window, and the total number of receipts attached will be shown in parentheses.

If a scanned or digital receipt is saved to the computer, upload these receipts to the Receipt Gallery or directly to the expense line. To upload to the Receipt Gallery, select the Receipt Gallery and click the Upload button in the top right corner.

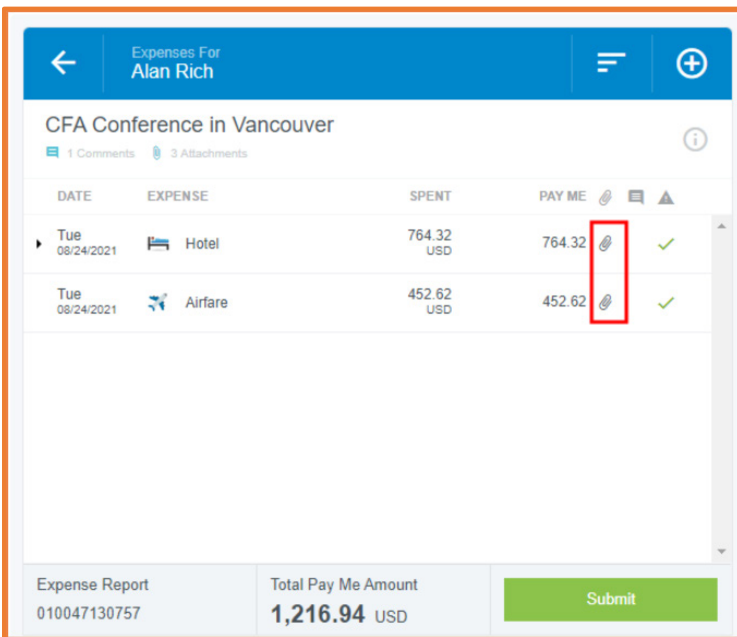


Navigate to the file on the computer and click Open. The receipt will now appear in the Receipt Gallery with the upload date.



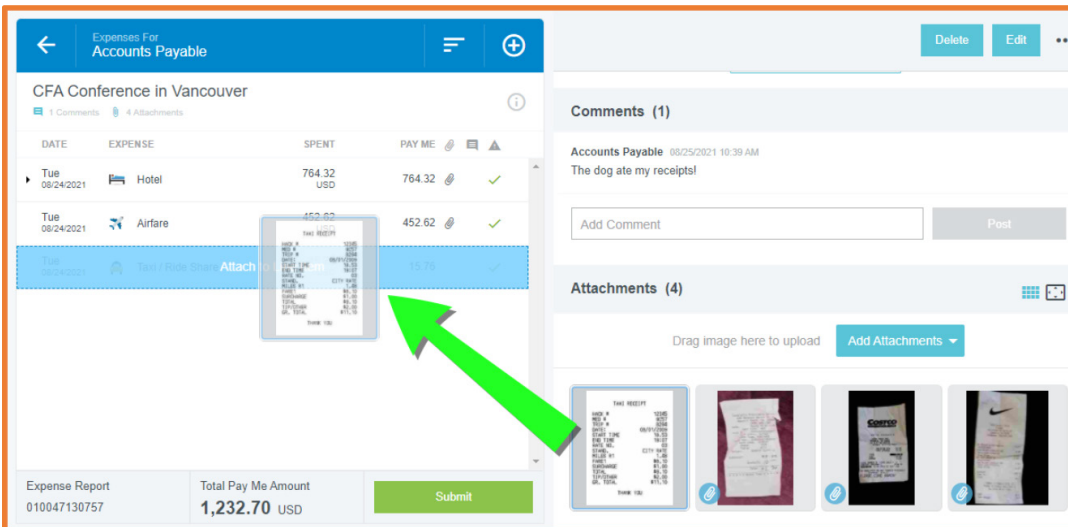
Receipts should be uploaded directly to specific expense lines on the expense report. However, images that have been submitted by Faxing or Scanning will be attached to the header of the report. Remember to move them to specific expense lines.

Expense lines that have images attached display a paper clip.

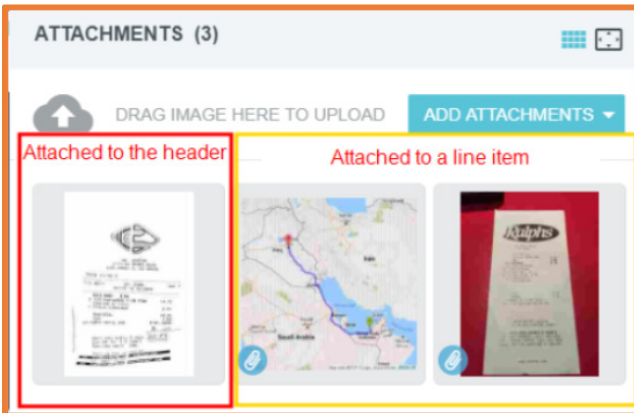


On wide-screen devices, one may drag images from the header to a specific expense line on the report.



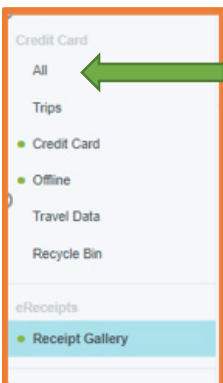


A blue paper clip on the image thumbnail indicates when an image in the header pane has been attached to an expense line.



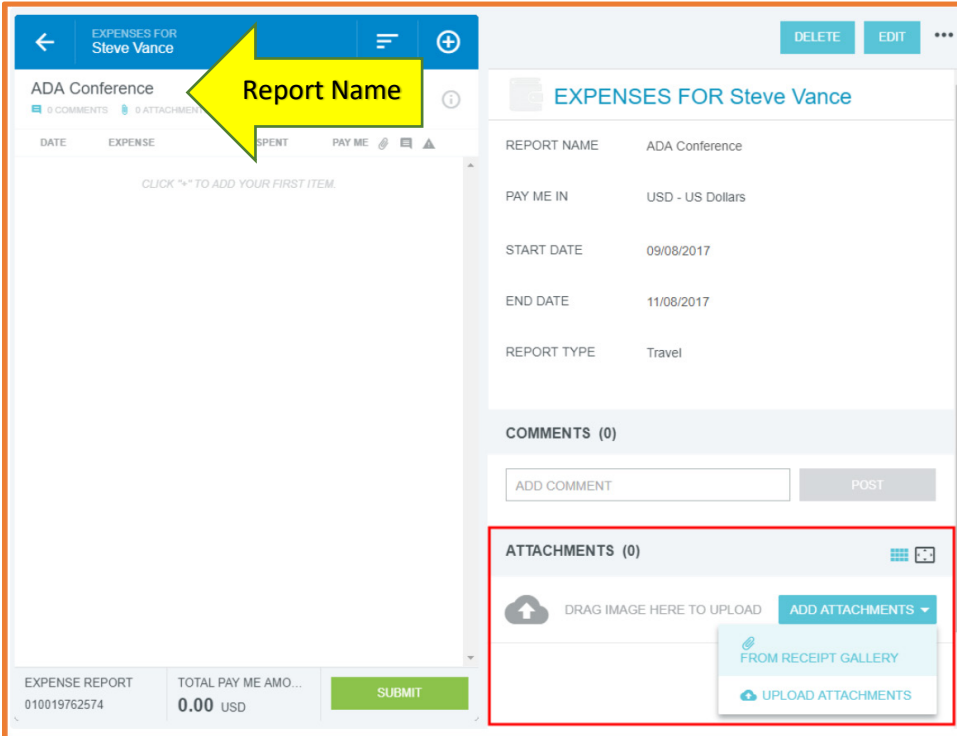
## eWallet Additional Receipts

In the eWallet, users will find expenses submitted in multiple ways. E-receipts populate from travel (Trips), receipts submitted via email or the SnapApp (Offline), pcard OCR recognition from receipts (Travel Data), and previously deleted receipts (Recycle Bin). Always click on the All section to display all items housed in the eWallet. See the Chrome River Receipt Management guide for more information.



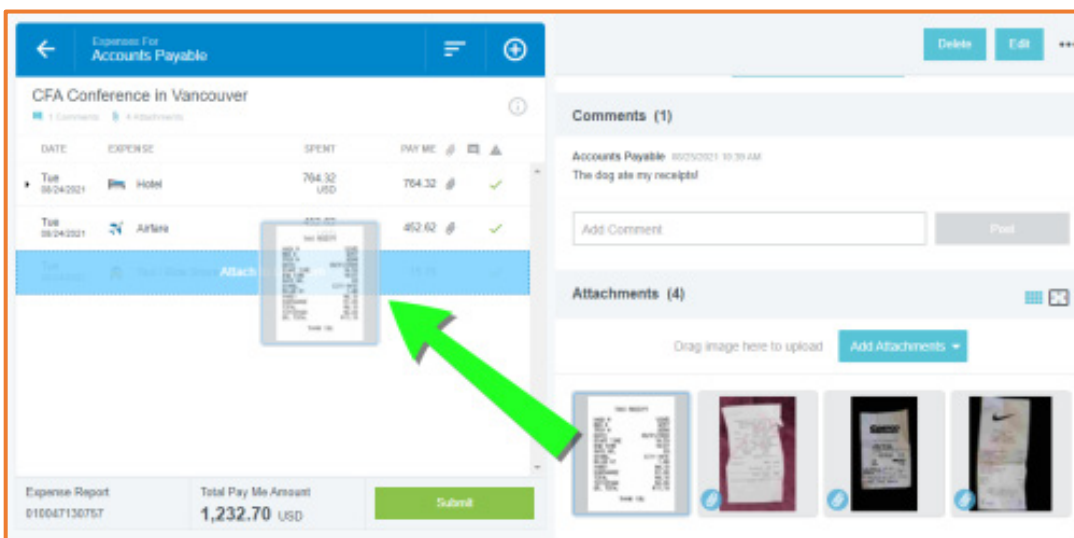
## Linking Attachments to Expense Report Header

To add an attachment to the header of the report such as an itinerary, select the report name. Then Drag the image, Add Attachment to browse for images on the device, or upload from the Receipt Gallery.



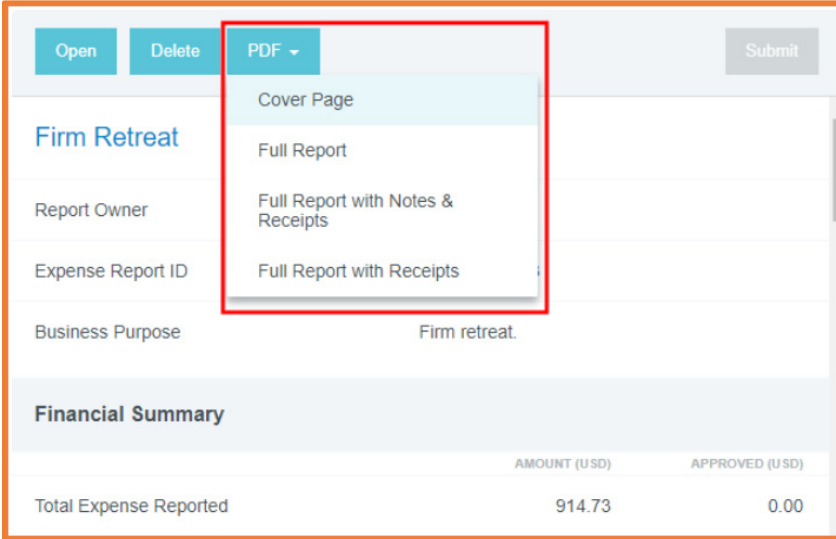
## Uploading Receipt Images After Creating Report

Open a draft report and scroll down to the Attachments section. Either drag and drop images, click ADD ATTACHMENTS to browse for images on the device, or upload one from the Receipt Gallery.



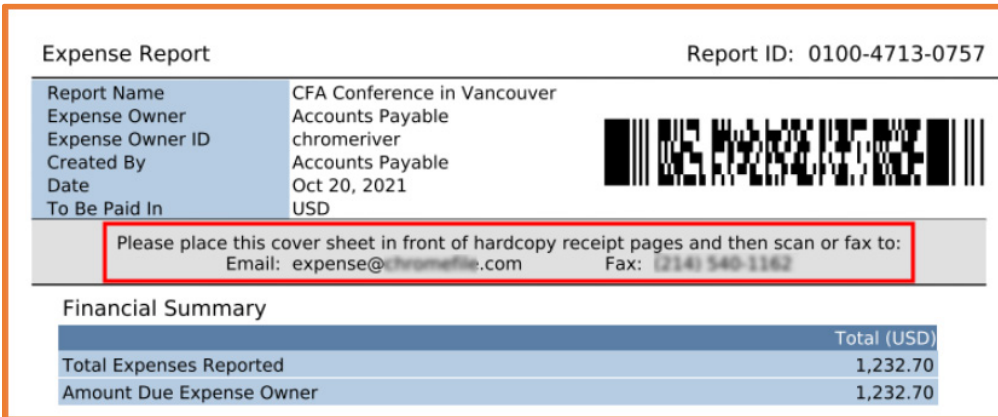
## Scan to an Expense Report

Receipts or a batch of receipts may be scanned directly to a specific expense report. To do so, click the PDF button in the preview of the expense report to attach images and select Cover Page.



A new window containing the cover page will open. Print the cover page, and then scan the cover page with the images to attach to [expense@chromefile.com](mailto:expense@chromefile.com). The unique barcode on the Cover Page will attach the receipts to the correct report. (Note: Attach the receipts to the appropriate expense lines within the report.)

Send the stacked cover page and receipt(s) to Chrome River by fax or by scanning and emailing them. The fax number and email address are both found on the cover page.



## Emailing Receipts to an Existing Report

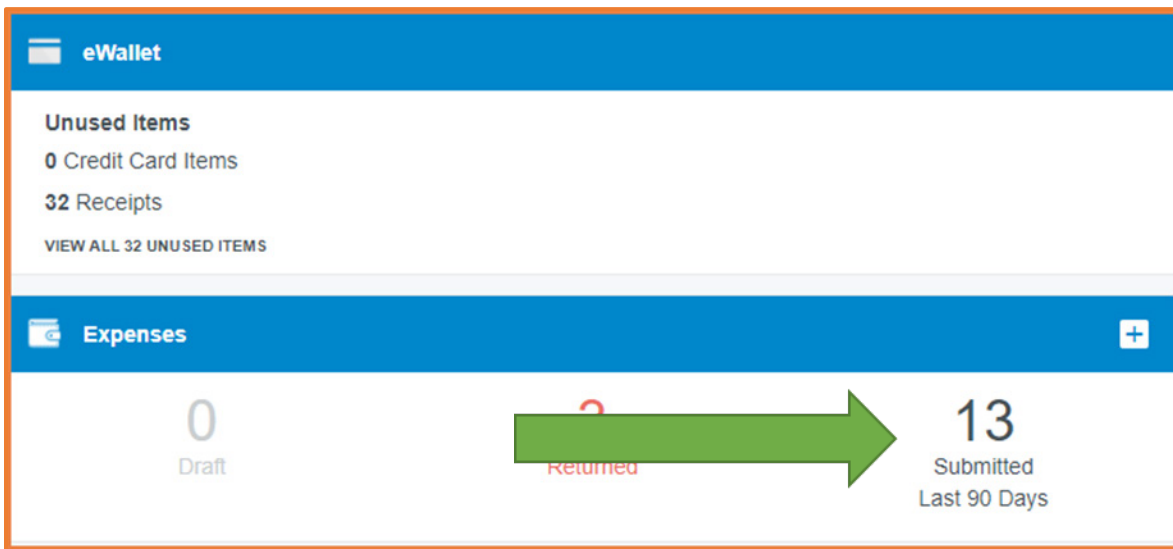
To email a receipt to a draft report, simply attach the images to an email message, and enter the Report ID (including dashes) into the subject line of an email. Remove everything from the body of the email, including any email signatures. Send the email to [receipt@chromefile.com](mailto:receipt@chromefile.com). The total combined size of all images may

not exceed 100 MB. Note: Any images already attached to the report will be overwritten by the images submitted.

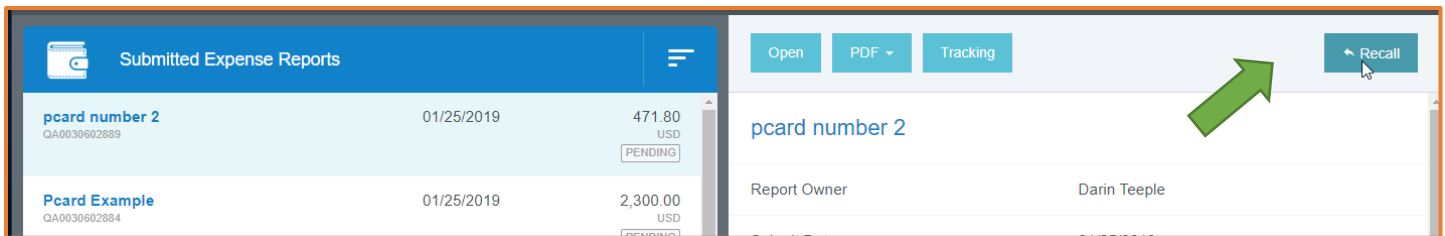
## Recall

The Reports can be Recalled at any time Prior to Final Approval. Only recall a report when there is a need to add an expense line to the original report. A recall will reset the report submit date and will reset the approval process. Additional documentation can be added to a submitted report without recalling it. If a report contains multiple expense lines and only one needs to be returned, a specific line of the report will be returned to the pcard holder for additional information/documentation.

Navigate to Submitted Expenses.



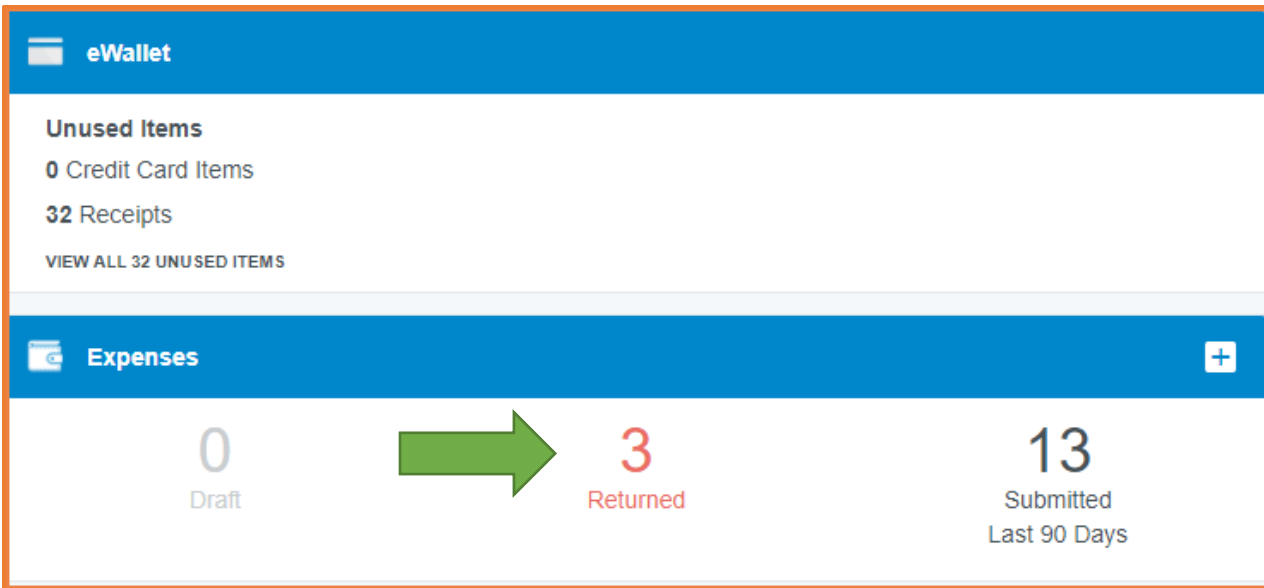
Locate the report, select the report, and then click Recall.



## Returned

Reports may be returned by the approver or by Purchasing for requested changes or additional information. The system will send notification via email that a report has been returned along with a comment of why. To


access the returned report or expense line, select returned under the Expenses dashboard. Proceed to make the requested changes, add comments, or add attachments.



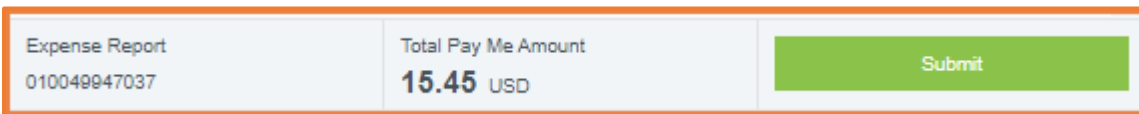
**eWallet**

**Unused Items**  
0 Credit Card Items  
32 Receipts  
VIEW ALL 32 UNUSED ITEMS

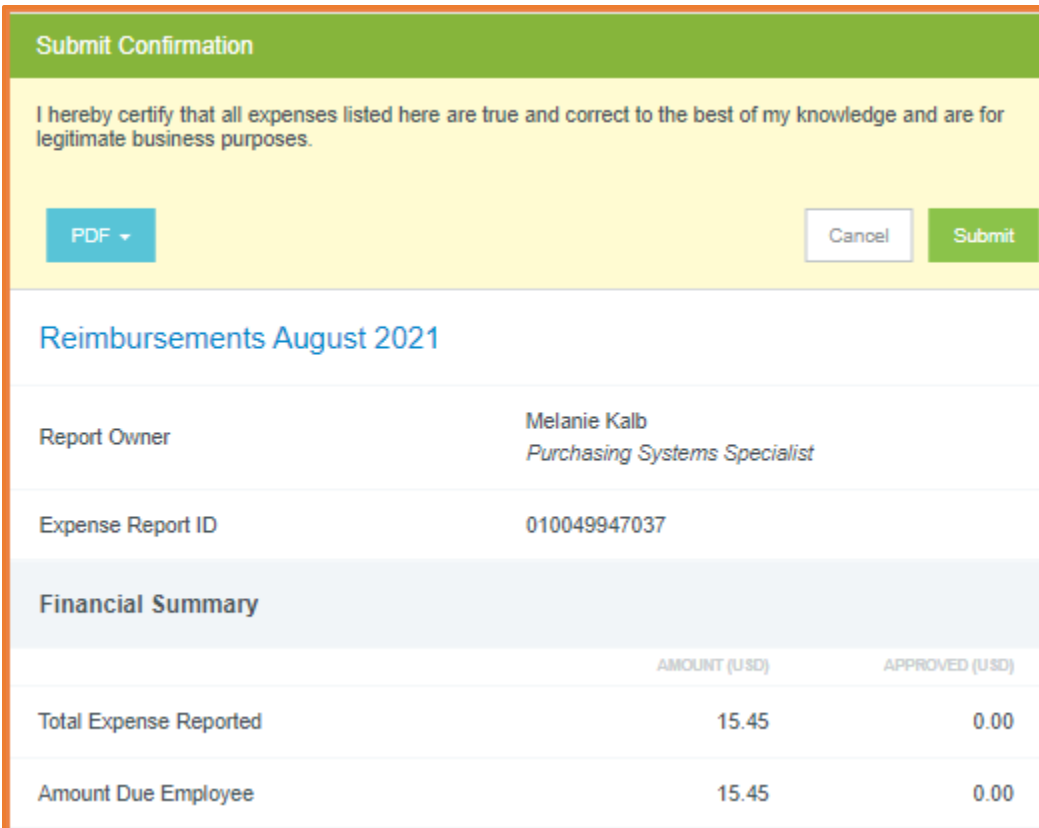
**Expenses**

0 Draft       3 Returned      13 Submitted Last 90 Days

Then, submit the report. Click both Submit and Submit Confirmation to send the report for approvals.



Expense Report 010049947037      Total Pay Me Amount 15.45 USD      **Submit**



**Submit Confirmation**

I hereby certify that all expenses listed here are true and correct to the best of my knowledge and are for legitimate business purposes.

PDF      Cancel      **Submit**

**Reimbursements August 2021**

Report Owner: Melanie Kalb  
*Purchasing Systems Specialist*

Expense Report ID: 010049947037

	AMOUNT (USD)	APPROVED (USD)
Total Expense Reported	15.45	0.00
Amount Due Employee	15.45	0.00

## FAQ

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### What do I put for a description?

Clearly define the Business Purpose of the expense, such as a specific class, event, or trip. The business purpose should clearly explain WHY the travel or purchase was necessary.

### What receipts are acceptable?

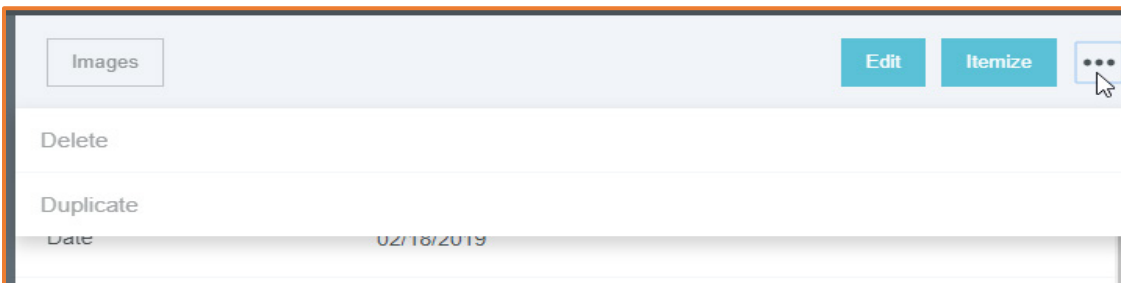
Itemized receipts must be provided for all purchases that detail what was purchased, when it was purchased, and what payment method was used. Travel confirmations and quotes can only be used as receipts if they clearly show the details and final cost.

### What additional documentation is necessary?

All expenses must have documentation of the event. This can be an event flyer, agenda, email, etc. If no documentation is available, a detailed explanation of the travel (who, what, when, where) and a business purpose (why) must be included in the comments or description. The explanation must also include why documentation is not available. If additional people are involved, their names and relationship to the university must be included in the report.

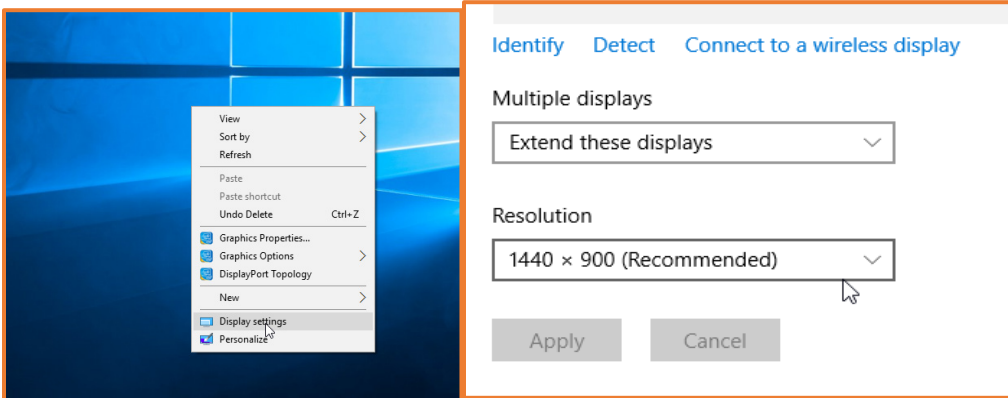
### If there is no delete button how do I delete an expense line?

If you do not see a delete button after clicking on the expense line, simply click on the 3-dot menu on the far right of the screen.



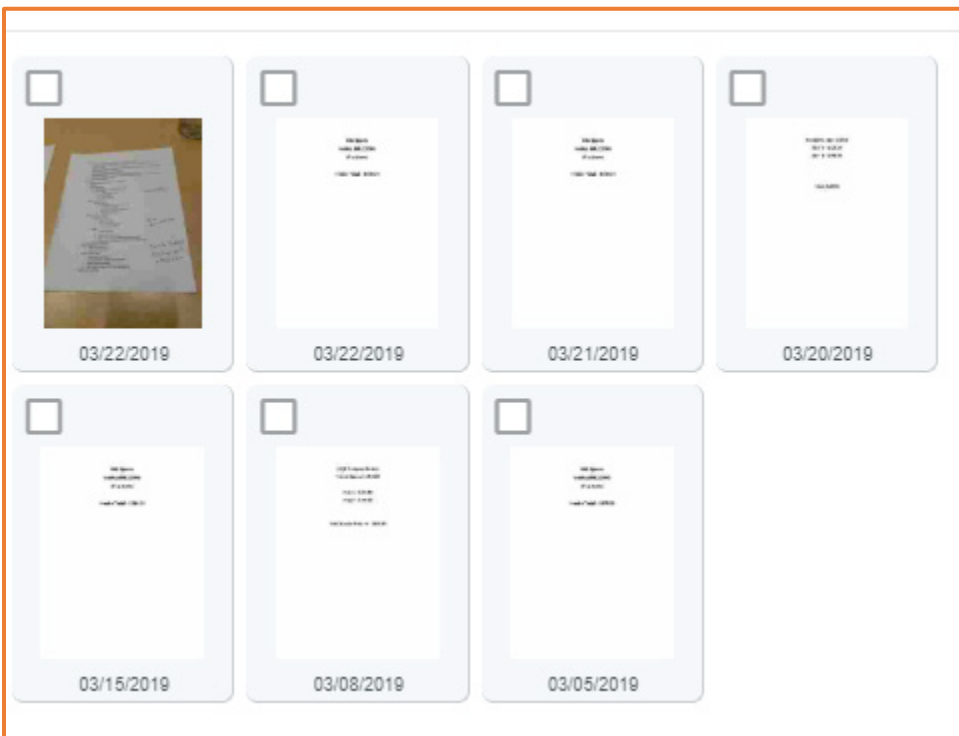
### Why do I not see buttons that I see in the manual?

If for some reason you do not see a button on your screen, check you display setting on your computer and make sure they are set at the recommended settings.



## What are the dates under the receipt images?

If the system recognizes the date on the receipt, it will put that date under the image. If the date is not there or illegible then it defaults the date to the current date.



## Can I delete a range of attachments?

Currently, if you have multiple attachments on your report, you will need to delete each individually or delete the line or entire report and start over.

## Will the approvers be notified when I recall a report?

The system will not notify the approver after it has gone through part of the approval process. The submitter may want to inform the approver that the report was recalled.