Chrome River PCard Training
For Cardholders, Delegates, & Approvers
Training Items

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TTUHSC’s new expense management system for PCard transactions

- No download required; online web application accessible through any browser.
- Accessible to all employees through Single Sign On (eRaider).
- End users can create, submit, or approve expense reports on any device.
- System enforces policy on every purchase by running compliance rules based on the expense type, transaction amount, funding, and more.
Chrome River will completely replace our current reconciliation processes.

- Citibank’s Global Card Management System will no longer be used.
- Physical signatures will no longer be required.
- Mailed/Emailed expense reports will no longer be required.
- Transaction allocations, expense report submissions and approval routing will all be completed electronically and exclusively by Chrome River.

January 3, 2021 will be the final Citibank statement reconciled in GCMS.
PCard Process Changes

- No additional form/documentation requirements for Food & Entertainment and Professional Membership purchases.
  - F&E Substantiation form information and attendees can now be input electronically.
  - TTUHSC’s Approved Professional Society list is available in Chrome River to validate membership purchases.

- Expense reports will be submitted on a weekly basis for timelier ledger posting.
How will the system work?

- Automatic Citibank transaction feeds (5 times a week)
  
  - All PCard transactions will be automatically fed to the Cardholder’s Chrome River dashboard (eWallet) for reconciliation, 1-3 days after the posting date.

- Electronic Receipt Uploads
  
  - All dashboards include a Receipt Gallery for documentation storage and potential mapping to fed credit card transactions.
How will the system work? (cont’d)

- Electronic Expense Reports

  - New expense reports can be created electronically for transactions pending reconciliation.

  - Can be submitted by the cardholder or their assigned delegate who has been granted access to their dashboard.

  - Each transaction must be assigned to the appropriate expense tile, which will ensure that the appropriate accounting code is assigned. (*Reference sheet will be provided*)
How will the system work? (cont’d)

- **Allocations**
  - All valid FOP combinations from Banner will be available for use in Chrome River and updated twice a day.
  - Users will be able to search for the appropriate FOP combination and can apply multiple FOPs to a single expense.
  - Compliance rules have been created for restricted funding sources to ensure they are only utilized for allowable expense types.

- **Electronic Approval Routing**
  - Cardholders and delegates can easily track routing for all expense report submissions.
System Navigation – Home Page

- Information/Welcome Page
  - Contact information
  - Important updates
  - Upcoming deadlines
  - Reminders
  - Links to training and videos

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PCard

WARNING, FRAUD ATTEMPTS: There has been an increase of attempted fraudulent transactions on TTUHSC PCards. Please check your account and make sure that your PCard is locked and secured. If you are contacted by CITIBank, please answer or return their call immediately. Notify the PCard Office if you have any concerns or have been notified that your account has been compromised.

For more PCard updates, please visit our homepage.
Chrome River Basics

System Navigation – Home Page (cont’d)

- Account Dashboard
  - Approval Bar – will only appear if user has items pending their approval
  - Expense Report Bar
    Draft, Returned, Submitted
  - Pre-Approval Bar
    *Travel only, will not be utilizing at this time
System Navigation – Home Page (cont’d)

- **Navigation Bar**
  - Remains at the top of the screen
  - Menu Button (provides access to eWallet, eReceipts, and more)
  - Chrome River Logo (click on logo to return to home page at any time)
  - + NEW button (click to start a new expense report)
  - User icon with account name (provides access to other authorized accounts, settings, and help)
Settings Overview

Access the following by clicking the user icon with account name and then the “Settings” button.

- **Personal Settings** – primary and alternative email addresses
- **Preferences Settings** – language, date/number formatting
- **Delegate Settings** – assign delegate or vacation delegate
- **Notifications Settings** – opt in/out of general notifications
Delegate Assignment

- **Delegate**
  - Has full access to an account
  - Can create & submit expense reports
  - Will receive copies of email notifications regarding rejection/adjustments
  - No approval authority

- **Approval Delegate**
  - Temporary approval rights during a specific time frame
  - Can only grant approval via email
  - No access to account or approval bar
  - Should not be used for long periods of time
Reminder: All PCard transactions are fed to the dashboard of the cardholder. Ensure you are on the appropriate dashboard by verifying the name displayed in the top right corner.

Transactions can be reviewed prior to starting an expense report. Click the menu on the top left corner, choose the eWallet option and then Credit Card.

To create a new report, click the + New link (top right) on the Navigation Bar and choose New Expense Report.
How to Submit an Expense Report

This will bring you to the Header page of the expense report where the following basic information must be input.

1. **Report Name**: Cardholder last name, First initial, Transaction posting month and year, Report number

2. **Report Type**: Procurement Card

3. **Start Date / End Date**: Time period for submission, should be weekly and reflect the transaction posting dates.

4. **Chart**: H

5. **Approver**: Supervisor of Cardholder or Department Fund Manager

6. **Fiscal Year**
How to Submit an Expense Report

- After entering the correct Expense Report Header information, click **Save** in the top right corner. From this point forward, the expense report will be saved to the account holder’s dashboard as a **Draft** until it is either deleted or successfully submitted.

- Chrome River will display the expense report on the left side panel and actual credit card transactions can now be added.

- Click the + button to open the **eWallet** and choose the **Credit Card** option to see PCard transactions that are available for reconciliation.
Transactions that fall within the weekly expense report period by the posting date can be added to the expense report. Transaction date is shown above the merchant name. Expand the transaction detail to verify the posting date (shown in Chrome River as Statement Date).

Appropriate transactions can be added to the expense report in two ways.

1. Select the checkbox (directly above the amount) and click the Add button.

2. Click the transaction and drag it to the Create New Line Item drop zone. It must be dropped to the correct area or it will not attach to the report.
Verify the transaction expense type and account code by choosing the appropriate expense tile.

*There are 109 account codes housed in the tiles/drawers. Use the PCard Account Code Reference Sheet to assist with navigation of expense tiles and determination of tile selection.*

If the credit card transaction requires allocation to multiple account codes, use the **Itemization** tile.

*For assistance, see the Itemization Training Document.*
How to Submit an Expense Report

- After locating the appropriate expense tile, enter the information required.
- Form information requirements can vary by expense type, but all forms will require the following:

  1. **Date & Spend** – verified by the fed transaction; cannot be altered.
  2. **Business Purpose** – justification/benefit to TTUHSC
  3. **Allocation** – search all valid FOP combinations available for application to the expense; multiple allocations can be added to a single expense by clicking the **Add** allocation button.
  4. **Receipt** – can be uploaded directly from your computer to the line item or the Receipt Gallery can be utilized.

- When the requirements have been fulfilled, click **Save** and the credit card transaction will be added as a line item to the expense report.
Important reminder:

Chrome River has been built to enforce institutional purchasing guidelines and funding restrictions. If an added line item has a warning label to the right, the expense requires your attention for a compliance issue. **Follow the instructions per the warnings given on the form.**

Until the issues have been corrected or comments have been entered (depending on the type of error), the system will now allow you to submit the expense report.
How to Submit an Expense Report

- Continue to add credit card transactions to your expense report that fall within the time period chosen on the header level.
- When you are ready to submit the expense report, click the Submit button on the bottom of the report.
- Chrome River will provide an overview of the expense report and request confirmation of the submission. Review and then click Submit. Disregard the Pre-Approval button. This is Travel related and will never be applicable to a PCard expense report.

- The expense report will be routed for full approval and can be located on the Cardholder’s dashboard in the Expenses bar for tracking.
Expense Report Routing

- **If a delegate submits an expense report, Cardholder approval is required.**
  Cardholder will receive email notification. The expense report can be approved directly through the email, or the cardholder can go to their Chrome River dashboard to view and approve. If the cardholder submitted their own report, the submission services as their approval and routing will begin at the next step.

- **Automated Budget Check**
  All line items must pass budget check. If any line items have insufficient funds, the system will return the expense report to the Cardholder’s dashboard.

- **Supervisor or FM approval required** (chosen on the Header level of the expense report)
  Approver will receive email notification. The expense report can be approved directly through the email, or the approver can go to their Chrome River dashboard to view and approve.

- **Fund Manager Notification**
  Fund Manager(s) will receive an email notification for the use of their fund. No action required.

- **PCard Department approval required**

- **Expense report exported to Banner**
When an expense report is being routed through the approval process, the status of the expense report line items can be tracked by the cardholder or their delegate.

To view the status of a submitted expense report, complete the following:

1. Go to the Cardholder’s dashboard and click the **Submitted** option on the **Expenses Bar**.

2. Find and click on the appropriate expense report.

3. Click the **Tracking** button to view the status and assignment of all line items.
Approval by Email

- Cardholders and the selected Approver for the expense report will receive an email notification advising that the report has been assigned to them for approval.
- The email will verify the expense report information, expenses, allocations, and provide a link to view the uploaded receipts/documentation.
- Expense report can be Approved or Returned directly through the email.
- Click the appropriate action and an email will be automatically generated with all the required information to upload the approval or return to Chrome River.
- Send email to verify your acceptance or return of the expense report.
Approval through Chrome River Dashboard

- For a more thorough review of the expense report and the ability to make adjustments and changes per line item, approval through the Chrome River Dashboard is recommended.
- If an expense report is awaiting your approval, your dashboard will display an orange Approval bar at the top of your dashboard.

  ![Approval Bar](image1)

- Click Expense Reports in the Approval Bar to view the Approvals Needed List.
- Choose the report you would like to review for approval and click Open to view each line item.

  ![Expense Report](image2)
Approval through Chrome River Dashboard (cont’d)

- As approver, you will have the ability to review each individual line item with the following options:
  
  **Reconcile**: Marks expense as okay and ready for approval
  **Reassign**: Assign the expense to another approver and send a note to that individual.
  **Adjust**: Allows approver to make an adjustment to the Business Purpose, Allocation*, and/or Uploaded documentation. Adjustment comment will be required.
  **Return**: Return the expense line item to the dashboard of the cardholder for changes.

- After expenses have been reviewed and adjusted (if necessary), click the **Submit** button to approve.

- If expense report does not meet requirements, click the **Return** button to send back to the cardholder’s dashboard for correction.

*Important Reminder regarding allocation adjustments for Expense Report Approvers:*
Please ensure the any change to an expense FOP allocation has sufficient funding for the transaction. There will be no additional budget checking if an allocation adjustment is made. This does not apply to Cardholders that make allocation adjustments since their approval takes place prior to budget check in the routing process.
Chrome River’s Receipt Gallery

Purpose & Capabilities

- Chrome River’s Receipt Gallery allows receipt upload and storage to a cardholder’s eWallet.

- The system will extract receipt data via Optical Character Recognition (OCR) and attempt to determine merchant name, transaction date, and amount.

- Receipt will be automatically merged to appropriate credit card transaction with the same information.

- Any documentation that doesn’t merge will remain stored in the gallery for manual application to a transaction/expense report at a later time.

- Receipts can be uploaded to the Gallery at any time in 3 ways prior to creating an expense report.

<table>
<thead>
<tr>
<th>eWallet</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
</tr>
<tr>
<td>Trips</td>
</tr>
<tr>
<td>Offline</td>
</tr>
<tr>
<td>Credit Card</td>
</tr>
<tr>
<td>Travel Advances</td>
</tr>
<tr>
<td>Recycle Bin</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>eReceipts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt Gallery</td>
</tr>
</tbody>
</table>
Upload to Gallery - Directly from Desktop

- Access Receipt Gallery by opening main menu on the top left corner and choosing the eReceipts option.

- Use the Upload button or drag and drop files from your desktop to add them to the Gallery.

- Receipts are shown as a preview picture or a list.
Receipt images or PDFS can be emailed to receipt@ca1.chromeriver.com and the document will be uploaded to the Gallery of the sender.

The email should contain the following:

- **From:** your.name@ttuhsc.edu
  (must be associated with user’s Chrome River account)

- **To:** receipt@ca1.chromeriver.com

- **Subject:** xx.xx [amount, no symbols]
  (optional, can be left blank)

- **Body:** Purpose of expense
  (optional can be left blank)
Upload to Gallery – By Email (cont’d)

- After the email is sent, the receipt will be uploaded to the account of the sender.
- The dollar amount provided in the subject line and the purpose of the expense provided in the email body will be verified in the List View of the user’s Receipt Gallery after a successful upload.
- If no amount or purpose are provided, Chrome River’s OCR functionality will attempt to extract the basic receipt information.
- **Note to Delegates:** Receipt images can be emailed directly to another user’s Receipt Gallery by placing the other user’s ttuhsc.edu email address in the Subject line.
Upload to Gallery – By Chrome River SNAP App

- Free app for smart phone devices (available for Android and iOS)
- Enables expense owners to easily capture and upload receipt images as soon as the purchase occurs.
- Not recommended for non-cardholders/delegates.
- Pictures taken of receipts with this app will be uploaded directly to the user’s Receipt Gallery.
Upload to Gallery – By Chrome River SNAP App (cont’d)

- After installation, confirm your primary email address on file with Chrome River (ttuhsc.edu).

- Confirm verification code.

- Log in with your TTUHSC eRaider user name and password.
Upload to Gallery – By Chrome River SNAP App (cont’d)

- Use the app to take a picture of a receipt.
- If a receipt photo was taken with the device's regular camera app, simply find the receipt image in the photo gallery and select the Share icon. The image can be shared to the CR SNAP app and uploaded.
- Click the Add More Information link to verify the amount and purpose of the receipt prior to upload.

This is optional but recommended. Additional information provided in the app will be visible in the List View after a successful upload to the Gallery.

- OCR will be utilized if no additional information is provided.
Photos taken with CR SNAP are not stored in a device’s default photo gallery, so they do not mix with personal photos.

Users have the option to automatically delete photos from the device once they have been uploaded to the Receipt Gallery, freeing up storage space.

To do so, go to Settings and turn on the Delete Receipts After Upload feature.
For additional system assistance, please contact ChromeRiverHSC@ttuhsc.edu.