Additional FAQ's with Details

Am I locked in to the information on my Travel Pre-Approval?

EDITS cannot be made on a fully approved Travel Pre-Approval, BUT rarely would you need to. Remember the pre-approval is an estimate. If an additional student is planning to go with a group or if a new expense is realized after a pre-approval has been approved, simply add the information in the Comments section on the pre-approval. When it's time to do the expense reimbursement, you are not locked in to anything that's on the pre-approval. You can add lines and delete lines on the Expense Report, and you can add and delete funding sources on the Expense Report.

How long does it take to get a student or guest into Chrome River and does the student or guest need to be in Chrome River in order to do a pre-approval?

On 2/6/19, the field for non-employees was added on the pre-approval; however, it shows as **optional**, **so you can still enter a pre-approval for a guest or student even if that person is not yet in Chrome River**. Example: During a faculty search, a candidate dropped out and another last-minute candidate is asked to interview. The pre-approval needs to be completed quickly in order to purchase airfare or shuttle, for example, while the COV W-9 is being completed for entry into Chrome River. The Non-employee field is OPTIONAL ON THE PRE-APPROVAL, so nothing in Chrome River holds up the pre-approval.

- **Be sure to make the report name start with "GUEST" or "STUDENT" followed by the student or guest name (and any other information that will fit on the line) in order to identify QUICKLY and EASILY. If you do not include "GUEST" or "STUDENT"** as the 1st part of the report name, the request looks like it's for the person who entered the request—and the approver will have to open the report and "drill down" to see that it's NOT for the employee who entered the request.
- The request will route and when it's in an approved status, you can purchase a flight, for example.

The guest/student "entry" in Chrome River is part of an automated process that runs nightly on an export from Banner as follows:

- Accounts Payable (AP) receives a completed COV W-9
- AP performs a TIN matching process on the IRS site (AND when the IRS is down, we can't proceed)
- AP completes a DOA form and submits to Richmond with the COV W-9 uploaded to get a Cardinal ID number. (Richmond has five days to provide the Cardinal ID number.)
- When AP receives the Cardinal ID from Richmond, AP enters the individual into Banner and includes appropriate coding in order to get that record selected on the automatic nightly run to export that record into Chrome River. (Note that if it's a student, when AP gets the

Cardinal ID from Richmond, AP goes into the student's record in Banner and adds the appropriate coding in order to get that record ready for selection for the export.)

- On an automatic nightly run, records in Banner that have specific coding get selected for the export from Banner for import into Chrome River.
- At that point, the guest/student will show in Chrome River in the non-employee field.

This process can happen in two business days, but it is not likely or guaranteed.

I'm confused about delegates and people I can enter for…please explain!

All non-student employees have access to Chrome River. (If an employee has access to a UMW employee email, then the employee has access to Chrome River.)

- Any employee can enter a request for a guest or student (and no delegations are needed).
  - **Start the report name with "GUEST" or "STUDENT" followed by the student or guest name (and any other information that will fit on the line) in order to identify QUICKLY and EASILY. If you do not include "GUEST" or "STUDENT**" as the 1st part of the report name, the request looks like it's for the person who entered the request—and the approver will have to open the report and "drill down" to see that it's NOT for the employee who entered the request.
  - The guest or student does NOT have to be in Chrome River for a travel pre-approval.
  - The guest or student HAS to be in Chrome River for an expense reimbursement request.

- Any employee can enter on behalf of another employee *as long as* the employee has delegated that authority out to another person.
  - An employee can delegate out to multiple people and those delegates remain until the employee removes them as delegates.
  - When you are a delegate for someone else, their name will show under your name (upper right corner) and if you are making an entry on their behalf, you need to select their name in order to be "in" as that person. When you select their name, you will see two silhouettes in the upper right corner. **If you enter under your own name AND SELECT "EMPLOYEE" AS THE TRAVELER/PAYEE TYPE, you are entering for yourself. (The reimbursement will go to you, regardless of the Report Name.) Key Point: WHEN "Employee" is selected as the Traveler/Payee Type on the report header page, the reimbursement will be made to the name showing in the upper right.**
  - Delegates will receive the automatically generated Chrome River no-reply email notifications for any employee for whom they are a delegate.

I'm confused about using "Multiple" as the Traveler/Payee Type. Help!

Use "Multiple" when a group of students travels (with or without an employee). A field will be provided to include names. Be sure to identify students and employees in a clear way. If the list is long, you can enter “See attached list” AND THEN REMEMBER TO ACTUALLY ATTACH THE LIST (and make sure each person is identified as a student or employee)! If you check out a UMW Finance Card from the cashier, the cashier will need the list. If funding sources change from the funding source listed on the pre-approval, you need to let the cashier know.

Please explain Routing!

PRE-APPROVAL REPORTS ROUTE IN THIS ORDER:

1. The employee for whom the request is entered
   NOTE that this step happens ONLY IF the request was entered by a delegate (when one employee enters on behalf of another employee)
2. The **Supervisor*** of the employee for whom the request is entered **OR** the supervisor* of the employee who entered a request for a student or guest
   The supervisor is determined by an automatic NIGHTLY feed from the HR system into Chrome River
3. FOAP Manager(s)–**based upon ORG(s)** of FOAP(s)
4. Accounts Payable (ONLY IF lodging involved exceeds the allowed rate)
5. Designated Signer (ONLY IF lodging involved exceeds the allowed rate)
   Designated Signer is based upon the ORG used
6. FUND (ONLY IF funding source is 1552AS or 1557AS)
   This step relates to the CAS dean only
7. Associate VP for Finance (ONLY IF sharing a room and lodging exceeds 150% of state’s allowed rate)
8. Chief of Staff (ONLY IF International Travel)

EXPENSE REPORTS ROUTE IN THIS ORDER:

1. The employee for whom the request is entered
   NOTE that this step happens ONLY IF the request was entered by a delegate (when one employee enters on behalf of another employee)
2. The **Supervisor*** of the employee for whom the request is entered **OR** the supervisor of the employee who entered a request for a student or guest
   The supervisor is determined by an automatic NIGHTLY feed from the HR system into Chrome River
3. FOAP Manager(s)–**based upon ORG(s)** of FOAP(s)
4. FUND (ONLY IF funding source is 1552AS or 1557AS)
   This step relates to the CAS dean only
5. Procurement Services Department (ONLY if the expense is for a NON-travel expense)
6. Accounts Payable for final review

***SUPERVISOR COMMENT**: Each employee has only one “reports to” (or supervisor) in Chrome River. The “reports to” is determined by the supervisor in the HR system. The “reports to” for each employee is populated in Chrome River NIGHTLY from an automatic export from the HR information in Banner. (For example, the supervisor for professors is their chair; the supervisor for chairs is their dean; the supervisor for the deans is the provost.)

If you want a request to route to a certain <u>supervisor</u>, you have some control over that by entering on behalf of an employee who reports to that supervisor. Here are some examples:

- **PROBLEM & SOLUTION**—The Physics department has a faculty job search but the supervisor of the office manager for Physics is the Biology chair because that office manager handles multiple departments but has only one "main" supervisor. (For example, the supervisor for that office manager signs off on MyTime.) If that office manager enters under the office manager's name, the requests for the Physics department will route to the Biology chair, and everyone would prefer the requests to route to the Physics chair. The simple solution is to ask the Physics faculty member who is in charge of the search to delegate out to the office manager. If the office manager enters under that Physics professor's name, then the request will first route to that Physics professor and then will route to the Physics chair. If the office manager entered under the office manager's name, the request would route straight to the Biology chair. Of course, the Physics professor can also enter the request for the guest or student directly, in which case, the request would route to the Physics chair.
- **PROBLEM & SOLUTION**—A professor is a faculty advisor to a student group that has nothing to do with his department. He wants a request entered for the student group travel but if he enters it, the request will route to his chair as the supervisor. If his office manager enters the request, the request will route to a chair as the supervisor of the office manager. If that professor is traveling with the group, it seems perfectly reasonable that his chair would be knowledgeable of his role as a faculty advisor to a group and would be comfortable approving the trip. Whoever is listed as the budget manager for the FOAP being charged would approve the budget source. (The chair is not approving the budget expense; the chair is simply approving that the trip is official business for that professor.) If the provost oversees that student group, for example, and if the professor doesn't want his chair to approve the trip, then the professor can ask the office manager for the provost to enter for the student group (using "Multiple" as the Traveler/Payee Type) <u>under the office manager's name.</u> The request will route to the provost because the provost is that office manager's supervisor. If the group is under Student Activities, then the professor can ask the office manager in Student Activities to enter.

In summary, if you understand the routing concept, you can control the supervisor approval in Chrome River based upon the supervisor of the employee whose name the request is being entered under.

When do people get paid?

SUMMARY

If the reimbursement request is in a fully approved status at 1:00 A.M. on Monday (early morning) the request will be selected on the automatic export from Chrome River for the import into Banner for the payment in Banner on Tuesday that will have Wednesday's date. NOTE that Chrome River pays per line item so if a line item is in a fully approved status, that line item will be paid and any other outstanding line items on the reimbursement request will be paid when in a fully approved status on a Monday at 1:00 A.M.

DETAIL

There are automated processes that control dates of payments. On Monday mornings at 1:00 a.m., an automatic program "collects" all fully approved expense reports to export them from Chrome River and import them into Banner for payment. This means that a reimbursement request must be fully approved by all parties (including Accounts Payable's final review) by Monday morning 1:00 a.m. When the approved record is collected in Chrome River, that record will show a status as "Exported" which means that it was selected for payment (on Monday morning at 1:00 a.m. it was "picked up" in the automatic run to be exported from Chrome River into Banner for payment). The actual payment will happen on Tuesday and that payment will show Wednesday's date. The employee should receive an automatically generated email on Wednesday afternoon from payables@umw.edu . An actual check will write for: (1) students who are not enrolled in direct deposit and (2) guests, and the check will be in the U.S. Mail on Wednesday morning. On Thursday, the status of the report should show as "Paid" in Chrome River. Note that Chrome River will pay by line item, so if a line item was returned but the other line items were approved, the record may show "Multiple Statuses" because the record has line items that are in different statuses.

What do the different report statuses mean in Chrome River?

- Pending = The request is in an approval queue process.
- Approved = The request is fully approved.
- Exported = The expense record has been exported from Chrome River and imported into Banner for payment.
- Paid = The expense has been paid in Banner and that record information has been exported from Banner and imported to Chrome River.
- Multiple = The record has line items that are in different stages (one line item might be paid and another line item on the same record is approved, waiting for payment selection).

NOTE that EXPENSE reports will typically go from an "Approved" status to an "Exported" status on Monday morning at 1:00 a.m. The "Exported" status usually remains in place until early Thursday morning when it changes to "Paid" status. If a report say "Multiple Statuses" you will have to look at each line item on that report to know the status of each line item.

How do I know where the request is sitting?

Use the tracking mechanism. It's easy and remember that you might need to check by line item. There's a video for that! See https://adminfinance.umw.edu/ap/video-training/ for all videos; one is dedicated to tracking. The password for all videos is found on the Chrome River homepage when you login.

How do I upload an email in Chrome River (to document a situation)?

- When on the email, click File
- Click Print
- From the printer dropdown menu, click "CutePDF Writer" (IF you do NOT have this as an option, contact the help desk and they can help you load the option)
- Click Print
- Save it on your hard drive
- Upload it as an attachment in Chrome River

If my office manager charged a travel expense on the SPCC, how do I know the date, funding source, and how much it was (so I can include it on the Chrome River expense report)?

You will need to ask the office manager so you'll make sure your funding requests are correct.

I'm the office manager for my department and the receipts are becoming unmanageable; what can I do to make the receipts easier?

Use the Receipt Gallery—and ask those for whom you enter to use the receipt gallery. The receipt gallery places the receipt under the employee's name in Chrome River. Ask your department to use it. It's easy. If they refuse and continue to send you receipts, you can use it by sending the receipt to the receipt gallery email which is receipt@ca1.chromeriver.com WITH THAT EMPLOYEE'S EMAIL ADDRESS AS THE SUBJECT LINE. There's a video for that! See https://adminfinance.umw.edu/ap/video-training/ for all videos; one is dedicated to the receipt gallery. The password for all videos is found on the Chrome River homepage when you login.

I'm feeling frustrated and overwhelmed. What should I do?

Bookmark this site https://adminfinance.umw.edu/ap/chrome-river-faq/ . It has the login to Chrome River; it has a link to the video tutorial page and the videos are listed by subject matter; and it has an FAQ section. If you need help immediately, feel free to contact Laura Temple or Leigh Penn. We realize this is new to everyone and we're glad to help.