Chrome River Frequently Asked Questions

What is ChromeRiver?

Chrome River is the university's travel management system which is accessed through the OneCampus portal. Chrome River pre-approvals authorize all university employee, student, and guest travel. Pre-approvals must be submitted and approved before travel may occur. Expense reports are submitted after travel has been completed to reimburse an individual for any out-of-pocket expenses. Chrome River is also used for the authorization of all non-travel food & beverage purchases and reimbursements in accordance with university policy.

What are the benefits of using Chrome River?

There are many benefits to utilizing Chrome River. The system is intuitive and user-friendly. It features automated approvals (that allow for tracking) and built in edit checks that help verify compliance before submission. It also eliminates paper waste by managing receipts within the system and speeds up the reimbursement process.

How do new employees obtain access to Chrome River?

Access can be obtained through the Radford University Administrative Systems Access Request form. Be sure to check the *Chrome River Travel/Expense* box located within the *Finance* section of the form.

Is there a user's guide available?

Yes, a user's guide is available that provides screen shots and step-by-step instructions on how to use Chrome River. This guide can be found by logging into the OneCampus portal.

What if I need additional training, who do I contact?

Contact Accounts Payable at (540) 831-7614 for open forums and training opportunities.

Is a preapproval required?

Yes. All travel and business meals require a preapproval in Chrome River. The only exception to this is non-travel personal reimbursement. Personal reimbursements are available for a few circumstances only. Personal reimbursement for Safety Apparel is only applicable to Facilities. Educational and Office Supplies personal reimbursements should be for non-routine, emergency type purchases.

How is my preapproval and expense report routed for approval?

The automated approval routing flow is driven by the employee's personnel reporting structure.

What if my department wants additional approvals not required by university policy?

If an approval is needed that is not required by policy, the individual may document the approval via memo or email. The email or memo approval can be attached and stored in Chrome River for documentation purposes.

What is encumbered in my budget?

All preapproval expense types marked as "Reimbursable - Paid by Traveler" are encumbered upon approval. Encumbrances are recorded at the account pool level (7120, 7121, 7123, 7130, 7150). Expense types marked "University paid directly", including Enterprise, Chartwells, SPCC and Christopherson airfare, are not encumbered. Non-travel personal reimbursements also do not encumber.

What if actual expenses exceed my preapproval?
It is important to estimate all travel costs in the preapproval; however, unexpected expenses may arise (tolls, gas, etc.). If the expense report is within $50 of the preapproval, the expense will be processed. Additional approvals are necessary if the overage is greater than $50. These approvals are obtained outside of Chrome River (through email or memo) and attached to the expense report to aid in Accounts Payable processing. Processing another preapproval for the additional expense is not appropriate.

How do I edit something that's already been approved?
Users cannot edit preapprovals or expense reports that have already been approved. Users have the ability to 'recall' and edit if the preapproval or expense report has not been finalized. Additionally, an approver cannot edit a preapproval or expense report. The Approver must reject the preapproval/expense report and add a comment stating the reason. The preapproval/expense report will then be routed back to the employee for correction and resubmission.

What needs to be attached in Chrome River?
Conference agendas and invitations to present may be attached to help aid in the approver's review. Receipts are required attachments on Chrome River expense reports. This includes lodging, rental vehicle fuel, and conference registration fees (if not paid by SPCC). The per diem calculator and hotel quotes do **not** need to be completed or attached. The Chrome River landing page provides information on how to email receipts to your Chrome River account. For additional details, see the user's guide for information on emailing receipts. The ChromeRiver SNAP app, available for download on mobile devices, quickly and easily captures and uploads receipt images. Simply snap a photo of the receipt using the app and the receipt will upload directly to your Receipt Gallery in ChromeRiver

How do I use Chrome River for business meals?
Food and beverages may be provided at business functions that involve substantive and bona fide business discussions with an outside party or parties in attendance. Meals at which interview candidates are hosted are included in this category. Travel and Non-Travel Business meals should be processed in Chrome River. Refer to the user's guide for detailed guidance. Where required by policy, a listing of attendees should be attached in Chrome River. All food and beverage purchases must comply with the University's Food and Beverage Policy.

Who to contact with questions?
Questions regarding University and State Policy, please contact:
Accounts Payable (540) 831-7614

Questions regarding Chrome River Technical issues, please contact:
Technical Support: (540) 831-7204

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