

WEEKLY CALENDAR/DEADLINES

MONDAY

- If you receive an [automated email from CR which looks like this](#) IGNORE IT.

TUESDAY

- Reminder email to check CR *BEFORE* NOON.
- Notify Bill BEFORE 4p if missing receipt is due to Vendor delay.
- Before MIDNIGHT, upload receipts per Flowchart below to [match ALL charges in CR](#).

WEDNESDAY

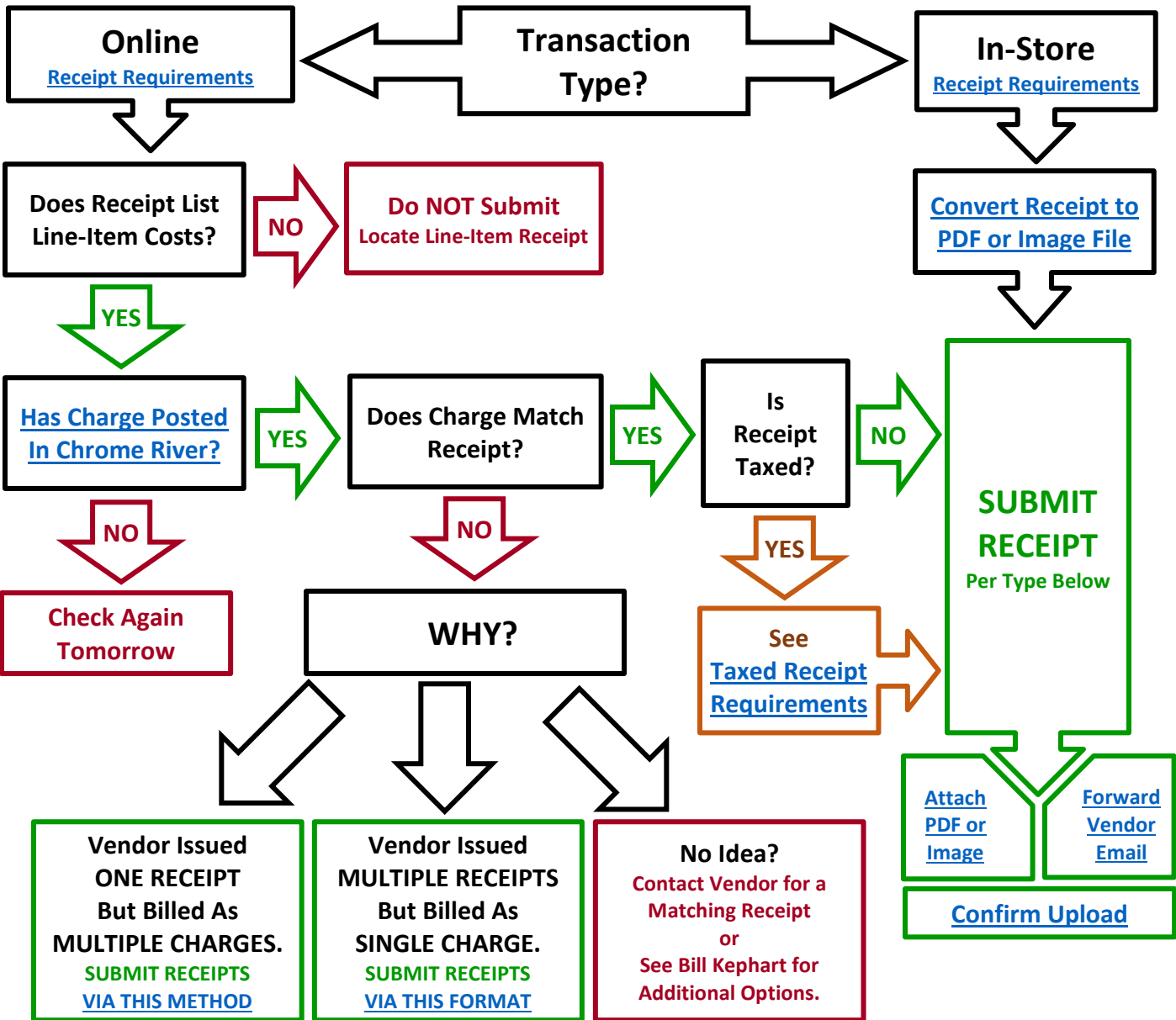
- IGNORE any charges appearing in CR *AFTER* midnight; just submit them before next Tues.
- [Watch for Expense Report Approval Emails and approve all](#) before end of workday.
- [Consequences for missed deadline.](#)

FRIDAY

- Reminder email from Bill encouraging early uploads.
- This is a good time to submit receipts from the last few days.

DAILY DEADLINE: Any day CR reaches 6 or more unmatched charges, upload ALL receipts THAT DAY.

FLOWCHART - RECEIPT SUBMISSIONS



CHARGE BUT NO RECEIPT?

- COULD BE: an [International Transaction Fee](#)
- COULD BE: [Fraud! Or maybe not...](#)
- [Uh, actually, I LOST my receipt](#)

EMAIL FORMATS FOR RECEIPT SUBMISSIONS

- See this [detailed diagram and explanation](#) of the upload email format. Click images below for specific requirements per each receipt type.
- [PURCHASES – UNTAXED](#)

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

\$124.00 Urinetown scenic

YourReceipt_OneAttachmentOnly.pdf
285 KB

#note McMaster Urinetown scenic: hooks, brackets.

[PURCHASES – TAXED](#)

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

\$138.00 Urinetown scenic

YourTAXEDReceipt_OneAttachmentOnly.pdf
285 KB

#note McMaster Urinetown scenic: hooks, brackets. Tax exempt documentation presented to vendor and refund of tax paid requested.

-OR-

#note McMaster Urinetown scenic: hooks, brackets. Tax exempt documentation presented to vendor, but vendor unresponsive.

-OR-

#note McMaster Urinetown scenic: hooks, brackets. Vendor does not offer tax exemption per the attached policy.

[REFUNDS/CREDITS](#)

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

-\$124.00 Urinetown scenic

YourReceipt_OneAttachmentOnly.pdf
285 KB

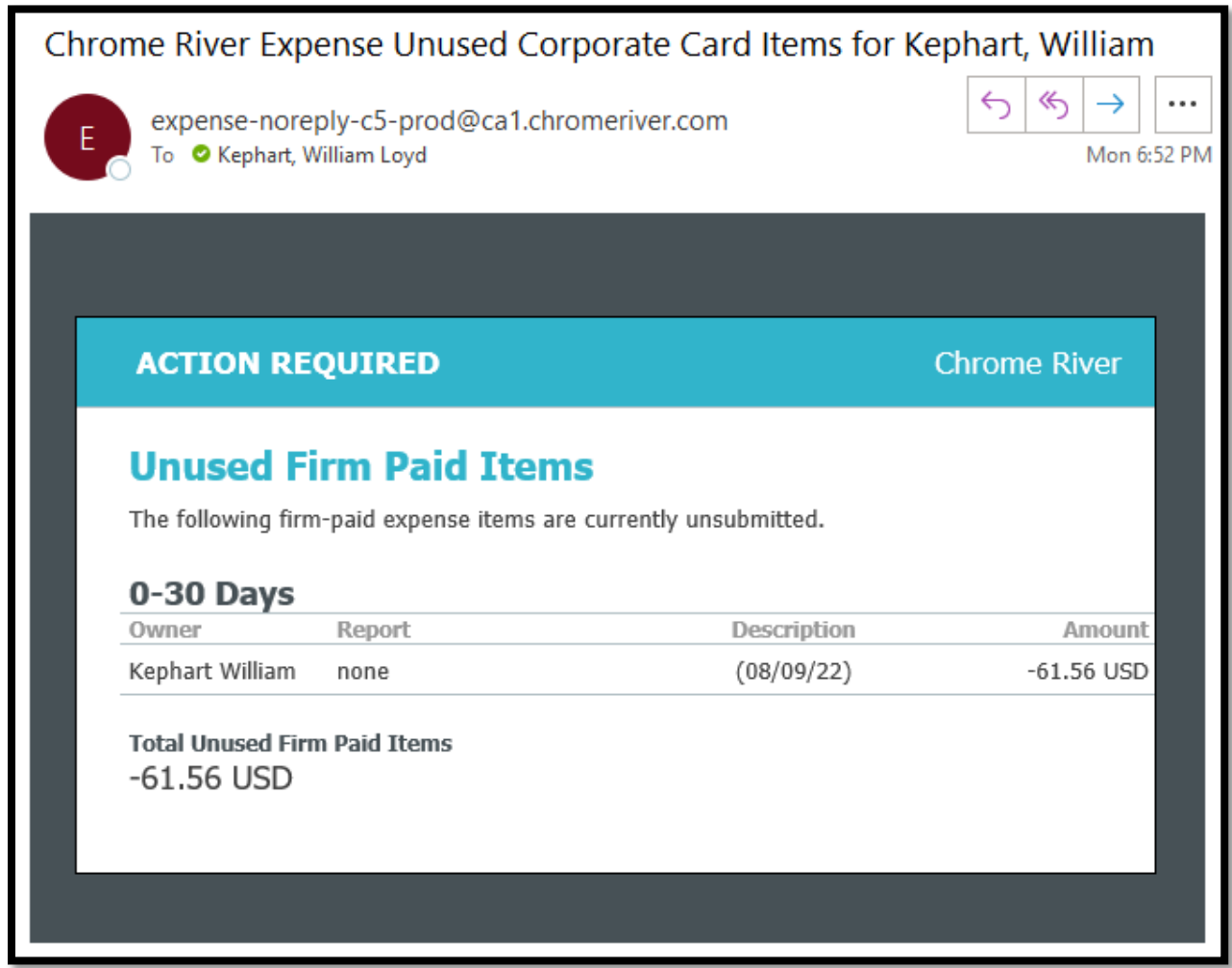
#note CREDIT McMaster Urinetown scenic: returned hooks, brackets.

END OF SECTION-----

*** Use graphics above to locate explanations below. ***

MONDAY AUTOMATED CR MESSAGE [\[Return to Weekly Calendar\]](#)

The Chrome River system sends out an automated email reminder every Monday alerting you to charges or expense reports waiting to be processed.
It is ONLY sent on Mondays; it may list multiple receipts/charges; and it looks like the example below.
You can IGNORE IT!



Explanation (if interested):
Most employees are responsible for matching their own receipts/charges and packaging them into an Expense Report for submission.
YOU don't have to mess with that stuff - Bill Kephart does it for you. You just upload receipts and approve the ERs he submits on your behalf.
This message is basically telling you that Bill still needs to process your receipts.
Because Bill only submits stuff on Wednesdays, there's usually a bunch of stuff still awaiting processing on Monday when CR generates this report.
As long as you are submitting receipts and approving ERs per the flowchart and deadlines above, you don't need to do anything special.
If Bill notices something missing, ***Bill*** will let you know.

END OF SECTION
[\[Return to Weekly Calendar\]](#)

CONSEQUENCES FOR MISSED DEADLINE [\[Return to Weekly Calendar\]](#)

IMPORTANT: If a vendor is delayed in getting you a copy of a receipt before the Tues midnight deadline, you MUST notify Bill Kephart by 4p on Tues. You will not be flagged for a missed deadline if you notify Bill by 4p. He will try to work with you.

If you do NOT upload receipts for ALL charges in Chrome River as of Tuesday midnight:

- You will receive an email titled **CR: MISSED DEADLINE > Stop Purchasing**. Your supervisor and Terri Ciofalo will be CC'd.
- You are immediately prohibited from using your P-Card until the matter is resolved.
- Regardless of other commitments, by the end of the day (Wed), you must submit the missing receipts as well as receipts for any additional charges which posted on Wed.
- If you are unable to resolve this on Wed, any receipts which appear overnight on Thurs will also require submission (and so on, until all receipts are received).
- Once all receipts are submitted, Bill will send you an Expense Report(s) for approval.
- Once all Expense Reports are approved, you will be notified when the suspension is lifted. That email will assess why the deadline was missed and recommend steps to prevent future missed deadlines.

REPEATED MISSED DEADLINES:
After about 3 missed deadlines, you will be required to meet with Bill Kephart EVERY TUESDAY for the remainder of the academic year, during which time he will work with you to ensure all receipts will be submitted on time.
If you continue to have issues, the process for suspending or cancelling your P-Card will begin.

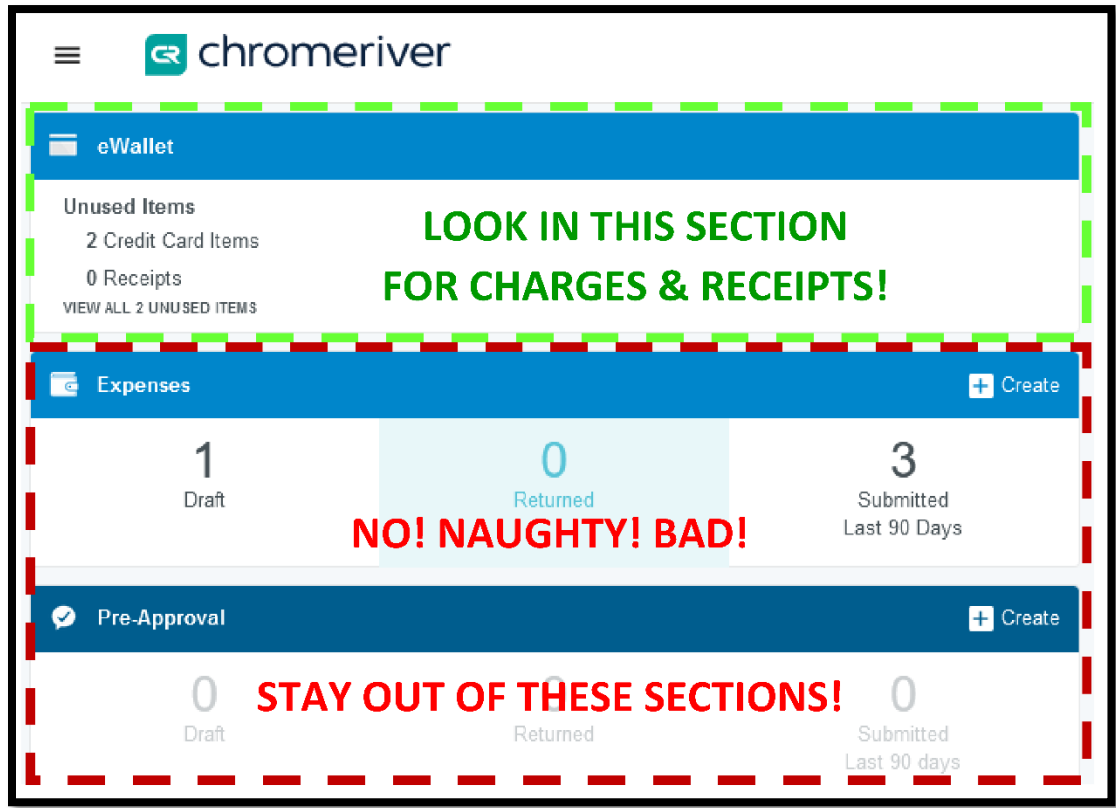
To be clear, Bill Kephart absolutely hates sending these missed deadline emails. They are a pain to send, monitor, and resolve, and because the deadline is the same every week, there is no reason he should even need to send them. Cardholders have nearly a full week to submit their receipts, they get 2 weekly reminders, a full day Tuesday to submit all final receipts, and often a reminder is sent to stragglers at the end of the workday on Tuesday, so there's no excuse.

You have been assigned a P-Card as one of your educational requirements, so please take these deadlines seriously – they affect the assessment of your academic performance.

END OF SECTION
[\[Return to Weekly Calendar\]](#)

To access Chrome River, BOOKMARK this page:
<https://app.ca1.chromeriver.com/login/sso/saml?CompanyID=illinois.edu>

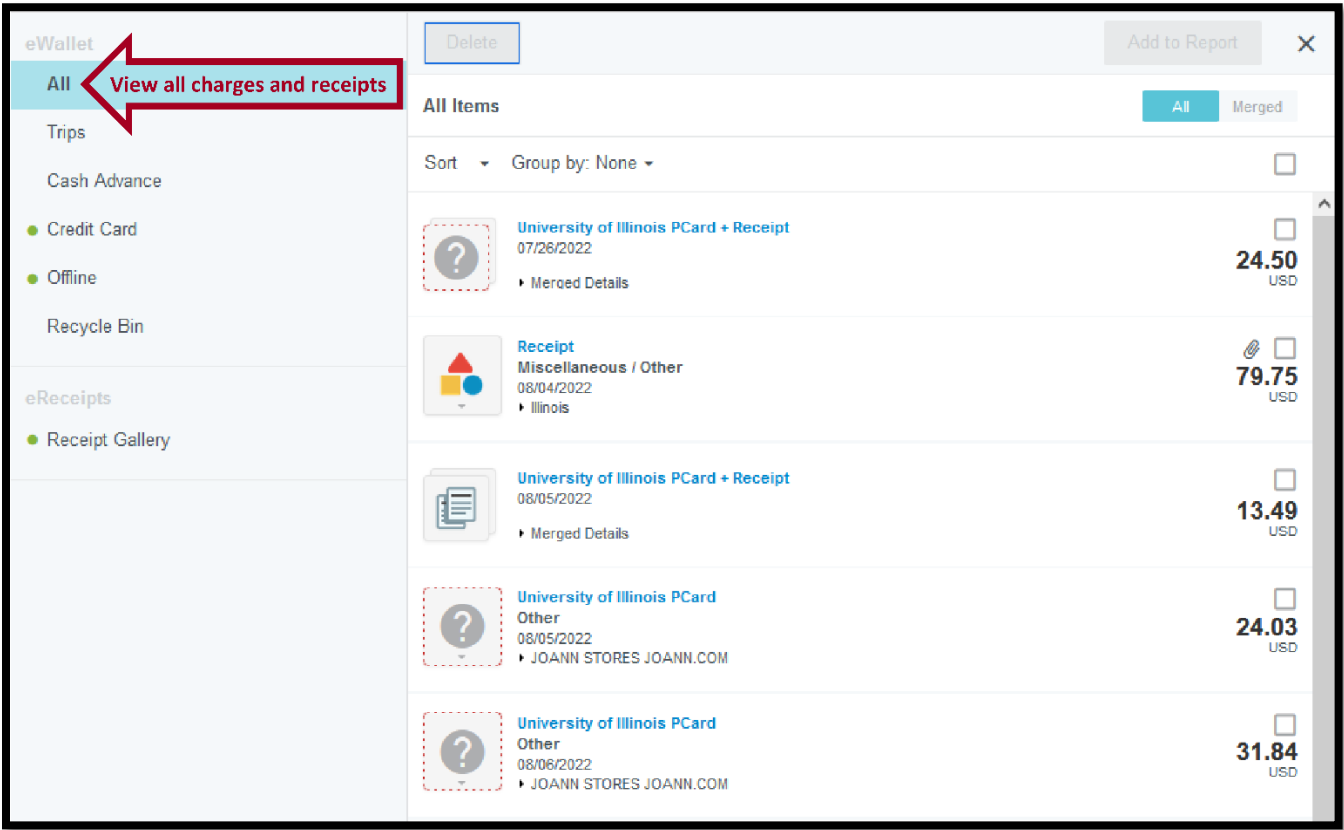
CAUTION: The instructions below show you where to find your charges and uploaded receipts.
Please do NOT poke around in the other sections of the home page unless directed.
Note the boundaries below:



While physical receipts from in-store purchases will always match the posted charge, online purchases MUST be confirmed prior to upload.
You can never be sure how an online vendor will bill a charge, so this additional step ensures you and Bill don't end up a bunch of useless, confusing uploads.

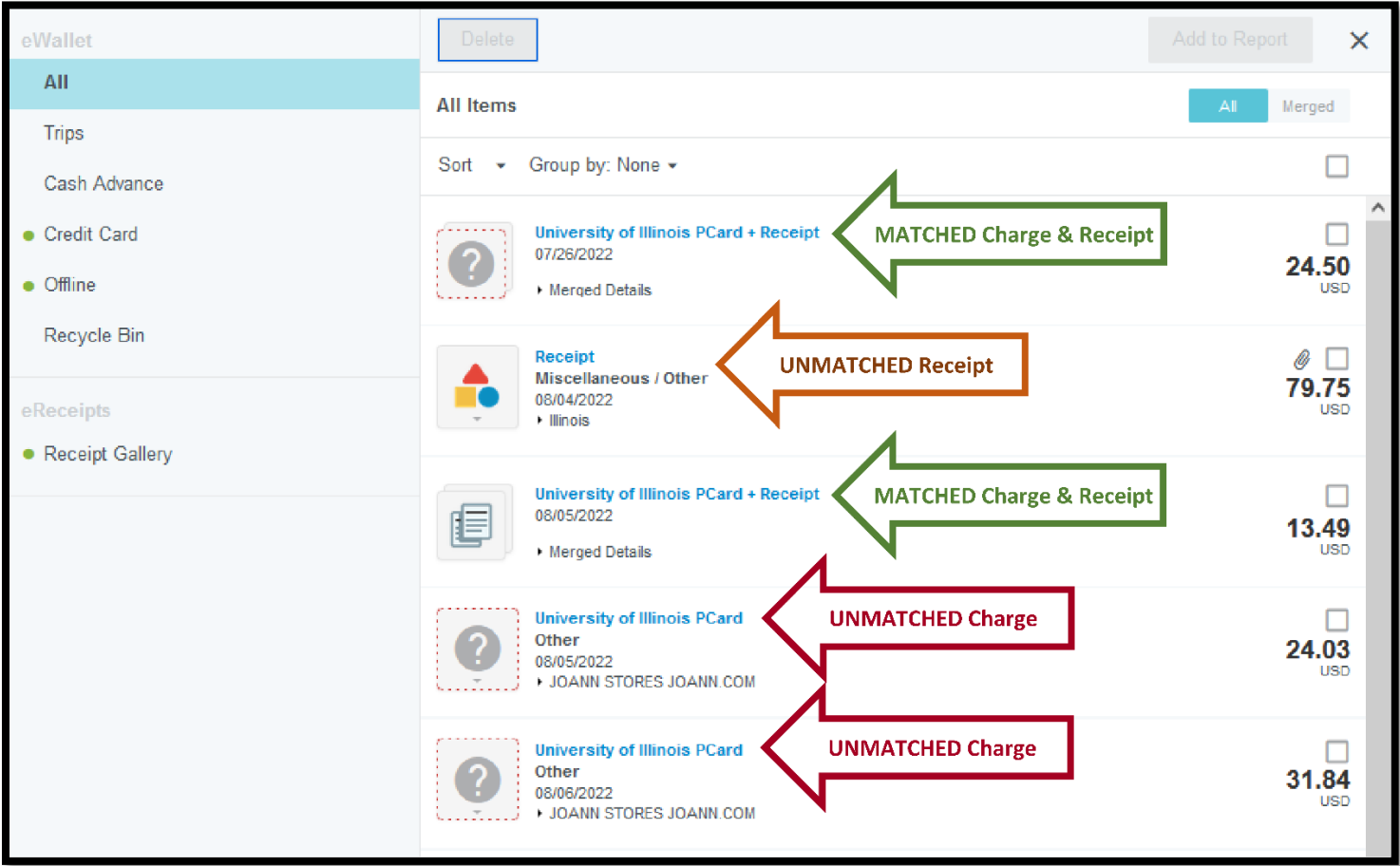
Before you submit a receipt for an online purchase, check Chrome River to view the charges on your P-Card:

1. On the home page (pictured above), under the eWallet > Unused Items, click on "Credit Card Items."
2. In the submenu, select "All" (see below). This displays all of the vendor charges and any uploaded receipts, both matched and unmatched.
3. Once you start uploading receipts, CR will try to match your receipt with a charge:
 - MATCHED Charges are labeled as "University of Illinois PCard + Receipt" with "Merged Details" noted beneath.
 - UNMATCHED Charges are simply labeled as "University of Illinois PCard" with the vendor name noted beneath.
 - UNMATCHED Receipts are simply labeled "Receipt."



4. To determine which receipts you need to submit:
 - IGNORE any entry with "University of Illinois PCard + Receipt" and "Merged Details" noted beneath.
 - IGNORE any receipts which have yet to be matched (just confirm they are there - I'll match them for you)
 - SUBMIT receipts not already uploaded for charges labeled only as "University of Illinois PCard" with Vendor name noted beneath.

SEE SCREENSHOT BELOW:
In the example below, per the guidelines above, you will need to upload a receipt for each of the 2 unmatched charges. The 1 unmatched receipt and the 2 matched charges require no further action.
NOTE: If at this point, you suspect a vendor has split up the billing for a single purchase, or combined multiple purchases into a single charge, BEFORE you upload a receipt, return to the flowchart and review the choices beneath the "WHY?" box.



RECEIPT REQUIREMENTS

[\[Return to Flowchart\]](#)

All receipts must have the following information provided by the vendor:

- Vendor NAME
- Vendor ADDRESS -or- EMAIL -or- WEBSITE
- Transaction DATE
- LINE ITEM DESCRIPTION and PRICE
- TOTAL
- YOUR P-Card number -or- KRANNERT billing/shipping address

Things that WON'T work:

- A credit card receipt with a total, but no line-item descriptions/amounts.
- A packing slip, which may have almost everything, but no line item amounts or a total.
- A line-item receipt with the total cut-off at the bottom.

Physical Receipts: Most in-store receipts will have the information above, but...

- Some “Mom & Pop” vendors that may only issue you a simple register receipt with a single total, no line items, and little contact info (e.g. antique shop, vintage clothing store). The best solution to limited in-store receipts is to have the vendor write down items and pricing for each on a piece of stationary with their contact info, OR AT THE VERY LEAST, take one of their business cards with you. While that won't provide line-item details, you will at least have an official “company” document.
- MAKE SURE you have a usable receipt BEFORE you leave the store.

Online Receipts: Initial order confirmations may NOT include some of the requirements above:

- You may need to wait until the item ships before a detailed receipt is available.
- Do NOT trim/delete pages from the final receipt, as you may end up deleting some of the above - send the whole receipt as-is (or forward as email); length doesn't matter. That saves you time, and Bill can edit as needed.

If the receipt does not meet the minimum standards, Bill will request a replacement.

END OF SECTION
[\[Return to Flowchart\]](#)

ATTACHMENT/IMAGE SPECS & MANAGING LONG RECEIPTS

[\[Return to Flowchart\]](#)

*** *Pay close attention to the instructions below, or Chrome River will totally screw-up your receipt upload/image...*

- **MULTIPLE ATTACHMENTS ARE PROHIBITED!** Only attach a SINGLE file to a submission email; multi-page receipts should always be submitted as a multi-page PDF (with file size not to exceed 10MB).
- **While PDFs are always preferred**, single image attachments are also acceptable in the following formats: **JPG, PNG, or BMP**.
- Do NOT send **.heic** files (an Apple format). They are unreadable in CR, so no image appears in the system.
- All text on your receipt must be readable. Keep this in mind if you take a picture of a long receipt (below).
- **LONG RECEIPTS:**
 1. **For readability**, long receipts may need to be cut it in half (or more) and should, IDEALLY, be photographed or scanned as a single page (see #4 below for an additional option).
 2. **Place the pieces side-by-side with NO SPACES between the pieces!** If CR sees a space between the receipt pieces, it may be triggered to “intelligently” separate them into individual images, and the result is usually unusable.
 3. The resulting image or scan **should ALWAYS be converted to a PDF** for submission. Do NOT submit an image of a cut-up receipt. Submitting the file as a PDF should also help prevent CR from splitting the file into multiple images.
 4. Alternately, you could take multiple images of a receipt, convert them to a multipage PDF, and attach them as a single file. Watch the file size if you go this route.

END OF SECTION
[\[Return to Flowchart\]](#)

UPLOADING PDF/IMAGE RECEIPTS as ATTACHMENTS

[\[Return to Flowchart\]](#)

[Click Here if Receipt is for a PURCHASE](#)

[Click Here if Receipt is for a REFUND/CREDIT](#)

END OF SECTION

UPLOAD EMAIL - PARTS EXPLAINED [\[Return to “Email Formats For Receipt Submissions” below Flowchart\]](#)

All upload emails are some version of the following.
The format is very simple, but very specific.

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

\$124.00 Urinetown scenic

PDF

YourReceipt_OneAttachmentOnly.pdf

285 KB

#note

McMaster

Urinetown scenic:

hooks, brackets.

[Additional Text if Required or Helpful].

VENDOR

ACCOUNT

DESCRIPTION

ADDL INFO HERE:

- [REQUIRED] If TAXED, note reason.
- Additional clarifications, if needed.

#note ...or if refund: #note CREDIT

RECIPIENTS:
This single email provides a copy of your receipt to all relevant parties.

- **Chrome River:** Required in the “To” field. The [receipt@ca1.chromeriver.com](#) uploads your receipt into the Chrome River system.
- **Bill Kephart:** Required in the “Cc” field. Sending a copy to Bill allows him to troubleshoot any upload issues and provides a copy for his records.
- **Your Supervisor(s):** Required in the “Cc” field. Ensures your supervisor is aware of your purchases and provides a receipt copy for their records.
- **Anyone else who needs a copy:** OPTIONAL in the “Cc” field. Useful if you have an assistant/co-worker who needs a copy of your receipt.

SUBJECT LINE:
Always note AMOUNT with \$ sign (or -\$ for credits) and 2 decimal places followed by the ACCOUNT NAME to be charged.

- **For Chrome River:** Putting the amount FIRST in the subject line, forces CR to use that amount rather than trying to read it from the attached receipt (which it often gets wrong).
- **For Other Recipients:** This simple subject line lets your supervisor know what you’re spending without opening the email.
- **Regarding the Account Name:** the account name in the subject line must be IDENTICAL to the account name in the #note described below.

RECEIPT:
You MUST include a receipt with every upload email. The receipt must be a SINGLE attachment OR a forwarded email from a vendor, but it CANNOT include both; you must choose ONE of these methods.

- **For attachments, ONLY 1 FILE IS ALLOWED!**
- Multi-page receipts must be converted to a SINGLE multi-page PDF.
- Forwarded email/HTML receipts can be any length.
- Chrome River converts that attached receipt or HTML message into an IMAGE for use in the CR system, but multiple attachments (or an HTML email with an attachment) confuse it, resulting in a failed upload.
- Without an attached receipt your submission is unusable.

#note SENTENCE:
The “#note” located on the FIRST LINE of the email body triggers CR to capture any text following it. CR uses that text as the description of the receipt image, and that description informs Bill what you bought and where to charge it.
The text which follows should be in CONTINUOUS LINE with minimal punctuation. Do not hit the “Enter” key until the line is complete.
Text must be in the order below:

1. **#note:** REQUIRED as the FIRST word on the FIRST line of the email body. When forwarding a vendor email/HTML receipt, make sure this is still the first work of the first line.
#note CREDIT: Required *IF* the submission is a refund/credit receipt. Without the word “CREDIT” in ALL CAPS it will be difficult to match your credit receipt with the credit in CR. The specific reason for this is covered elsewhere.
2. **Vendor:** Needed to ensure the receipt matches with the correct charge in CR.
3. **Account Name:** Must be IDENTICAL to the account name used in subject line. Put a **COLON :** after the account name to signify the following text is a description of your purchase/refund.
4. **Description:** Should be preceded by a COLON : for clarity. Bill copies/pastes YOUR description into both CR and in the weekly receipt report he sends to your supervisors. There’s a bit of an art to describing the purchase specifically but not in extensive detail. For instance, if you purchase bolts, screws, and washers, that description is sufficient - I don’t need to know the sizes of each (unless you want that to appear on your supervisor’s report) - but simply using the word “hardware” is too vague. Bill will let you know if he needs more or less details.
5. **If Applicable, Reason for Taxed Receipt:** After the purchase description (in the “additional info” section marked above), if you paid tax on a purchase you MUST include an explanation as to why. Use one of the required sentences noted in the [Taxed Purchase Requirements](#) instructions.
6. **Additional Info [OPTIONAL]:** With minimal text, feel free to add any additional details/caveats which may explain an unusual transaction. This is rarely used, but if needed, should be located at the very end of the description. As an example: if you returned an item but only received a partial refund due to restocking fees, you could note that here, as “Full refund not possible due to restocking fees.”

For detailed instructions choose a link below:
[Click Here if Receipt is a PURCHASE](#)
[Click Here if Receipt is for a REFUND/CREDIT](#)

END OF SECTION
[\[Return to “Email Formats For Receipt Submissions”\]](#)

- IMPORTANT:**
- If you are submitting a **TAXED** Purchase receipt, use the format below but be sure to include the requirements for taxed receipts detailed in the [“Taxed Purchase Requirements”](#) section.
 - If you are submitting a receipt for a **Refund/Credit** **USE THESE INSTRUCTIONS**.
 - Where the vendor has **split-up or combined the billing**, return to the flowchart and review the choices beneath the **“WHY?”** box to determine the subject line and #note needed.

EXAMPLE of Purchase format (untaxed):

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

\$124.00 Urinetown scenic

PDF

YourReceipt_OneAttachmentOnly.pdf

285 KB

#note McMaster Urinetown scenic: hooks, brackets.

1. Create a new email.
2. Include receipt via one of the following methods:
 - ATTACH RECEIPT as PDF/image- ONE FILE ONLY!**
 - Use this method for image or PDF attachments.
 - When you start a blank email, it is common to forget to attach their receipt. If you start from Adobe or your photo gallery you can generate an email with the receipt already attached.
 - If your receipt is too long, see [“Attachment/Image Specs & Managing Long Receipts”](#)
 - **If the vendor does NOT offer tax exemption**, you MUST submit your receipt as a PDF (NOT an image) -AND - your receipt must include the vendor tax policy as part of the single PDF attachment. See scenario “C” in [“Taxed Purchase Requirements.”](#)
 - OR-**
 - SUBMIT a Vendor Email (HTML) RECEIPT – DO NOT INCLUDE ATTACHMENTS!**
 - Use this method to forward a vendor receipt without the need to convert it to a PDF/image.
 - Do NOT include the “FWD:” in the subject line. Subject line MUST be in the format described below.
 - If you use this method DO NOT attach any files! When you forward an HTML receipt and include an attachment, Chrome River cannot figure out which one is the actual receipt, and it makes a mess of the images.
 - Instructions and example of a forwarded email are found in the [“Forwarding Vendor Email”](#) section.
 - **If the vendor does NOT offer tax exemption**, you MUST submit your receipt as a PDF attachment – you CANNOT forward an email. See “Scenario C” in [“Taxed Purchase Requirements.”](#)
3. Set Recipients as follows:

TO: [receipt@ca1.chromeriver.com](#)

CC: [kephrt@illinois.edu](#) -AND- Your Supervisor(s) Email(s) [REQUIRED]

 - Add any other emails you want to include (your assistants, other advisors, etc.)
4. In the SUBJECT, enter the AMOUNT followed by ACCOUNT per formats below:

Amount Format:

 - ALWAYS include \$ sign
 - ALWAYS include 2 digits
 - EXAMPLE: \$33.00
 - EXAMPLE if LESS THAN 1 dollar: \$0.89
 - **IMPORTANT:** If you forward a vendor receipt, do NOT include the *FWD:* in the subject line. You must use the format above beginning with the AMOUNT.
5. Account Name Format:

IMPORTANT: ONLY use account names listed in [Show and Dept Accounts](#) found on the P-Card Resources page. Account names MUST match the examples on that list. Contact Bill Kephart if your account is not listed!

 - **Show:** both show name and dept being charged: **Sweat scenic**
 - **Dept:** use dept name **AND BE SURE TO INCLUDE “Dept”**: Props Dept
 - **Class (aka Tuition Differential):** use Course #: **THEA126**

SUBJECT LINE EXAMPLES:

\$33.00 The Royal costuming

\$43.22 Scenic Dept

\$42.00 THEA126
6. In the BODY of the forwarded email, STARTING on the VERY FIRST LINE, type the information below, in the order below. It MUST begin with “#note” and the information should be an unbroken line of text (don’t hit Enter until the end):
 1. **#note**
 2. Vendor
 3. Account Name to be charged (must be IDENTICAL to subject line)
 4. Description of Items purchased
 5. [Optional] Any other explanations needed.

EXAMPLES:

Note: as below, use minimal punctuation. Certain characters cannot be read by Chrome River. The characters below are acceptable.

#note Home Depot Coriolanus scenic: 2x4s, 2 inch foam, wire mesh.

#note Etsy Costume Dept: purple hats for rentals use (2).

#note Walmart Production Dept supplies for guest artist apartment: tissues, toilet paper, trash bags.

#note Meijer THEA126: craft paper.

#note Kohls Neverland costumes: partial billing for order of pants, sweaters, boots, and ties.
7. IF your Receipt is NOT taxed, go to Step 8.

If your receipt ***IS*** taxed, at the end of the #note description, add the appropriate explanation for the tax per the [“Taxed Purchase Requirements”](#) section.

EXAMPLES of Taxed Purchase Texts:

[Scenario A](#)

#note Skulls.com Hamlet props: skull. Tax exempt documentation presented to vendor, but vendor unresponsive.

[Scenario B](#)

#note Etsy Costume Dept: purple hats for rentals use (2). Tax exempt documentation presented to vendor and refund of tax paid requested.

[Scenario C](#)

#note 3M Corp Scenic Dept: 60 grit abrasive discs. Vendor does not offer tax exemption per the attached policy.
8. AFTER entering the string of text above, hit Enter to “end” the text string.
 - For forwarded/HTML receipts, hit Enter a couple times to add some spacing between the #note section and the start of the vendor email.
9. **IMPORTANT >>> BEFORE SENDING, CONFIRM you actually attached a receipt.** It is a common mistake to send the email without a receipt attached.
10. SEND.

TAXED PURCHASE REQUIREMENTS

For auditing purposes, when submitting a taxed receipt, Krannert requires you explain the reason your receipt is taxed using one of 3 specific explanations. P-Card purchases are randomly audited by the university – sometimes weeks after submission. As noted in the [Tax-Exempt Shopping](#) procedures, the university REQUIRES the following:

- 1. If a vendor charges tax, you must present them with the university’s tax exemption letter.
- 2. If a vendor does not offer tax exemption, you must get that in writing.

To attest you have complied with these requirements and to clarify why the tax was paid, specific sentences must be added to all receipt submissions per the steps below.

WHY IS YOUR RECEIPT TAXED? Choose a scenario below, or contact Bill Kephart if you are unsure.

- A. The vendor charges tax and requires you set up tax exemption BEFORE purchasing, so you submitted the tax exemption letter, BUT the vendor never responded in a timely manner, so you purchased the item anyway and paid the tax.
- B. The vendor charges tax but requires you apply for tax exemption AFTER purchasing and request a refund of tax paid.
- C. The vendor charges tax but does NOT offer tax exemption.

Follow the instructions below for the scenario which best explains your taxed receipt.

For Scenario A, unresponsive vendor:

[\[Return to “Upload Email Format - Step 7”\]](#)

The format for this receipt submission email is nearly identical to submitting an [UNTAXED receipt](#), but you **MUST** include the following sentence at the end of the #note section:

“Tax exempt documentation presented to vendor, but vendor unresponsive.”

While the vendor never responded and you chose to pay the tax, you still met the university requirement of submitting our tax exemption letter. The sentence above makes it clear to an auditor you complied with university policy but ended up paying tax anyway.

Email format for Scenario A: *Red text used only for example*

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

\$138.00 Urinetown scenic

YourTAXEDReceipt_OneAttachmentOnly.pdf
285 KB

▼

#note

McMaster Urinetown scenic: hooks, brackets. Tax exempt documentation presented to vendor, but vendor unresponsive.

IMPORTANT:

- You **MUST** submit the tax exemption letter to truthfully add the sentence above.
- You do **NOT** need to attach any proof that you submitted the tax exemption letter, but if your purchase is audited at some point, you may need to provide proof of submission (e.g. the email used to submit the letter).

For Scenario B, refund requested after tax paid:

[\[Return to “Upload Email Format - Step 7”\]](#)

The format for this receipt submission email is nearly identical to submitting an [UNTAXED receipt](#), but you **MUST** include the following sentence at the end of the #note section:

“Tax exempt documentation presented to vendor and refund of tax paid requested.”

The sentence above makes it clear to an auditor you complied with university policy and are expecting the tax to be refunded in a separate transaction.

Email format for scenario B: *Red text used only for example*

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

\$138.00 Urinetown scenic

YourTAXEDReceipt_OneAttachmentOnly.pdf
285 KB

▼

#note

McMaster Urinetown scenic: hooks, brackets. Tax exempt documentation presented to vendor and refund of tax paid requested.

IMPORTANT:

- You **MUST** submit the tax exemption letter to truthfully add the sentence above.
- You do **NOT** need to attach any proof that you submitted the tax exemption letter, but if your purchase is audited at some point, you may need to provide proof of submission (e.g. the email used to submit the letter).

For Scenario C, tax exemption not available:

[\[Return to “Upload Email Format - Step 7”\]](#)

In Scenario C, where a vendor does not offer tax exemption, to meet university requirements a few more steps are required:

- 1. Locate an **OFFICIAL** copy of the vendor tax policy which states exemption is not offered.
 - An official source would be a policy posted on the vendor website or stated in an email from a vendor customer service rep.
- 2. **SAVE** a copy of the vendor’s tax policy as a PDF – **NOT** an image.
 - The policy must be in a PDF format for attachment **WITHIN** your receipt.
- 3. **SAVE** your receipt as a PDF – **NOT** an image or HTML.
 - You will need to submit your receipt as a PDF.
 - Images or forwarded email receipts will not work for the following steps.
 - If you have an email copy of the receipt, convert the email to a PDF.
- 4. **COMBINE** receipt PDF with the PDF copy of the vendor tax policy, to create a **SINGLE** multi-page PDF.
 - As you can only attach **ONE** file to your receipt submission, this will give you a single file.
 - Add the vendor policy as the last pages of the PDF receipt.
- 5. Attach PDF to email per [Step 2 of the Upload Email Format](#) instructions.
- 6. As the final sentence in the #note section ([Step 7 of Upload Email Format instructions](#)) you must add:
“Vendor does not offer tax exemption per the attached policy.”
- 7. Complete steps in [Upload Email Format](#) instructions.

Email format for Scenario C: *Red text used only for example*

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

\$138.00 Urinetown scenic

YourTAXEDReceipt_OneAttachmentOnly-WithVendorTaxPolicyIncluded.pdf
285 KB

▼

#note

McMaster Urinetown scenic: hooks, brackets. Vendor does not offer tax exemption per the attached policy.

- RELATED:
- If you are submitting a receipt for a receipt for a **PURCHASE** (a positive amount, taxed or untaxed) [USE THESE INSTRUCTIONS](#).
 - Where the vendor has **split-up or combined the billing**, return to the flowchart and review the choices beneath the **“WHY?”** box to determine the subject line and #note needed.

NOTE: While submitting a taxed receipt requires a special note, **refunds/credits for a taxed purchase do NOT require any special notes**. Whether it’s a refund of tax or a credit for a return, just note the reason for the return (as seen in the examples below) and follow these submission instructions.

EXAMPLE of Refund/Credit format: Red text used only for example

Send

To

receipt@ca1.chromeriver.com

Cc

William Kephart; [Add Your Supervisor’s Email]

Subject

-\$124.00 Urinetown scenic

PDF

YourReceipt_OneAttachmentOnly.pdf
285 KB

#note **CREDIT** McMaster Urinetown scenic: returned hooks, brackets.

1. Create a new email.
2. Include receipt via one of the following methods:
ATTACH RECEIPT as PDF/image- ONE FILE ONLY!
 - Use this method for image or PDF attachments.
 - When you start a blank email, it is common to forget to attach their receipt. If you start from Adobe or your photo gallery you can generate an email with the receipt already attached.
 - If your receipt is too long, see [“Attachment/Image Specs & Managing Long Receipts”](#)**-OR-**
SUBMIT a Vendor Email (HTML) RECEIPT – DO NOT INCLUDE ATTACHMENTS!
 - Use this method to forward a vendor receipt without the need to convert it to a PDF/image.
 - Do NOT include the “FWD:” in the subject line. Subject line MUST be in the format described below.
 - If you use this method DO NOT attach any files! When you forward an HTML receipt and include an attachment, Chrome River cannot figure out which one is the actual receipt, and it makes a mess of the images.
 - Instructions and example of a forwarded email are found in the [“Forwarding Vendor Email”](#) section.
3. Set Recipients as follows:
TO: [receipt@ca1.chromeriver.com](#)
CC: [kephrt@illinois.edu](#) -AND- Your Supervisor(s) Email(s) [REQUIRED]
 - Add any other emails you want to include (your assistants, other advisors, etc.)
4. In the SUBJECT, enter the AMOUNT followed by ACCOUNT per formats below:
Amount Format:
 - ALWAYS include \$ sign with dash to indicate negative: -\$
 - ALWAYS include 2 digits
 - EXAMPLE: -\$33.00
 - EXAMPLE if LESS THAN 1 dollar: -\$0.89
 - IMPORTANT: If you forward a vendor receipt, do NOT include the *FWD:* in the subject line. You must use the format above beginning with the AMOUNT.
5. Account Name Format:
IMPORTANT: ONLY use account names listed in [Show and Dept Accounts](#) found on the P-Card Resources page. Account names MUST match the examples on that list. Contact Bill Kephart if your account is not listed!
 - Show: both show name and dept being charged: **Sweat scenic**
 - Dept: use dept name **AND BE SURE TO INCLUDE “Dept”**: Props Dept
 - Class (aka Tuition Differential): use Course #: **THEA126****SUBJECT LINE EXAMPLES:**
 - \$33.00 The Royal costuming
 - \$43.22 Scenic Dept
 - \$42.00 THEA126
6. In the BODY of the forwarded email, STARTING on the VERY FIRST LINE, type the information below, in the order below. It MUST begin with “#note” and the information should be an unbroken line of text (don’t hit Enter until the end):
 1. **#note CREDIT** (All receipts appear in CR as a positive amount. The word “CREDIT” is required to indicate the receipt is a negative amount.)
 2. Vendor
 3. Account Name to be charged (must be IDENTICAL to subject line)
 4. Description of Items purchased
 5. [Optional] Any other explanations needed (see last example below)**EXAMPLES:**

Note: as below, use minimal punctuation. Certain characters cannot be read by Chrome River. The characters below are acceptable.

#note CREDIT Home Depot Coriolanus scenic: returned 2x4s, 2 inch foam, wire mesh.

#note CREDIT Etsy The Royale costumes: refunded tax on purchase of purple hats (2).


#note CREDIT Hobby Lobby Props Dept: foliage returned.

#note CREDIT Walmart Production Dept supplies for guest artist apartment: credit for erroneous charge.

#note CREDIT Meijer THEA126: returned craft paper.

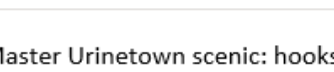
#note CREDIT Kohls Neverland costumes: partial credit for order of pants, sweaters, boots, and ties. Restocking fee prevented full credit.
7. AFTER entering the string of text above, hit Enter to “end” the text string.
 - For forwarded/HTML receipts, hit Enter a couple times to add some spacing between the #note section and the start of the vendor email.
8. **IMPORTANT >>> BEFORE SENDING, CONFIRM you actually attached a receipt.** It is a common mistake to send the email without a receipt attached.
9. SEND.

- **If you use this method DO NOT INCLUDE ATTACHMENTS!** You can either forward a receipt from the vendor (as below) OR email your receipt as an attachment, but you CANNOT do both. When you forward an HTML receipt and include an attachment, Chrome River cannot figure out which one is the actual receipt, and it makes a mess of the images.
- **Do NOT include FWD: in the subject line.** Although you are forwarding an email, you must omit the FWD: from the beginning of the subject line. The subject line MUST begin with the AMOUNT as described in the “Email Upload Format” section.

 Send	To	<input type="radio"/> receipt@ca1.chromeriver.com
	Cc	<input checked="" type="radio"/> William Kephart [AddYourSupervisorsEmail]
Subject \$124.98 Urinetown scenic		

#note McMaster Urinetown scenic: hooks, brackets, post cap, cable grip

From: McMaster-Carr <invoice.reply@mcmaster.com>
Sent: Tuesday, September 14, 2021 7:05 AM
To: Kephart, William Loyd <kephrt@illinois.edu>
Subject: Receipt for Your September 13th Order with McMaster-Carr

 630-600-3600 630-834-9427 (fax) chi.sales@mcmaster.com	<h1>Receipt</h1>								
	<table border="1"> <tr> <td>Purchase Order</td> <td>0913WKEPHART</td> </tr> <tr> <td>Paid</td> <td>\$124.98</td> </tr> <tr> <td>Invoice</td> <td>64877733</td> </tr> <tr> <td>Invoice Date</td> <td>9/13/21</td> </tr> </table>		Purchase Order	0913WKEPHART	Paid	\$124.98	Invoice	64877733	Invoice Date
Purchase Order	0913WKEPHART								
Paid	\$124.98								
Invoice	64877733								
Invoice Date	9/13/21								
Billed to ATTENTION: WILLIAM L KEPHART UNIVERSITY OF ILLINOIS INVOICE PROCESSING CENTER P O BOX 820 RANTOUL IL 61866-0820									

[\[Return to “Email Upload Formats – Step 2”\]](#)

1. A few minutes after you email the receipt, CR will send you a confirmation email displaying the receipt data.

Because Chrome River sucks at reading receipts, much of the information on that confirmation will be wrong:

- **USUALLY WRONG:** Date, Expense Type, Merchant
- **CONFUSING:** Negative dollar amounts are converted to positive amounts. For some reason, CR cannot read negative dollar amounts in the subject line, so if you submit a Refund/Credit, it will convert it to a POSTIVE number.
- **MISSING:** CR can only read certain characters in the #note, so it will omit characters like these: [& " * / ']
- **SHOULD BE RIGHT:** The #note text should remain accurate (though characters noted above may be deleted).

IMPORTANT: If you forgot to attach a receipt to your submission email (a common mistake) you will probably NOT notice it in the confirmation below. ALWAYS double-check you have attached a receipt before submitting.

In the example below, the email used the following as subject and text ("R22" is an old account name):

- Subject: ***-\$61.56 R22***
- First line in body:
#note CREDIT Denver Fabrics R22 for resale: credit for costume muslin shipped as bolts rather than rolls.
- Below is the information that will be associated the receipt when it appears in CR.
- As noted above, this was submitted as a negative amount, but CR is showing it as a positive amount. When the receipt appears in CR it will display that positive amount.
- HOWEVER, the #note is correct, and because the word “CREDIT” is included in the #note section Bill will know that positive number is actually a negative number. Without the word “CREDIT,” there is no other way for Bill to know whether the amount is a charge or a credit, so it’s super-doooper important to make sure you include it!

RECEIPT RECEIVED
Chrome River

Your receipt has been received, processed and is ready to be expensed.

Amount	61.56 USD	<div style="border: 2px solid red; padding: 5px; display: inline-block;"> IGNORE: USUALLY WRONG </div>
Date	08/08/2022	
Expense Type	Miscellaneous	
Merchant	The Time	
Description	CREDIT Denver Fabrics R22 for resale: credit for costume muslin shipped as bolts rather than rolls	

If a receipt image was attached, the data has also been extracted by Chrome River and will make it easier for you to quickly create an expense item. All data can be changed when the expense item is created within the app.

2. **CONFIRM** the following:
 - You **RECEIVED** a confirmation.
 - The **AMOUNT** matches a charge in Chrome River (with the understanding credits appear as positive amounts).
 - You remembered to include “**CREDIT**” in any description for a credit receipt.
 - If Date, Expense Type, and Merchant are **BLANK**, that’s usually the first clue you forgot to attach a receipt.**IGNORE** any other incorrect values.
3. **If you suspect issues, contact Bill.** Because you CC’d Bill on the upload, he can correct most issues and reupload on your behalf. If you forgot to attach a receipt, there’s nothing Bill can do - you’ll need to resubmit the email with receipt attached.
4. **DONE!**

[\[Return to Flowchart\]](#)

Vendor bills a SINGLE transaction/receipt as MULTIPLE CHARGES. [Return to Flowchart]

RESOLUTION: In this situation you will submit the SAME receipt for each charge in CR, but each time you submit it, you will change the amount in the subject line to match each charge.

The steps below are a modification of the “Email Upload Format” instructions.

- Find the email or PDF/image related to the split charge.
- Depending on the receipt format, either attach a PDF/image of the receipt or find the original receipt email and set it to forwarding.
- In the subject line use the total of THE CHARGE YOU WANT TO MATCH in CR, regardless of the actual total on the attached receipt.
- In the #note section of the email include the phrase “...line-item billing of single receipt for...” in the description. See the 2 examples below (red font is only used below for clarity):

EXAMPLE 1

SUBJECT: \$33.46 The Realness props
BODY: #note Walmart Realness props: line-item billing of single receipt for rubber tubing.

EXAMPLE 2

SUBJECT: \$27.44 Costuming Dept
BODY: #note eBay Costuming Dept: line-item billing of single receipt for machine needles.

- If the charge is taxed, be sure to add the appropriate note regarding taxation after the description above.

END OF SECTION
[Return to Flowchart]

Vendor bills MULTIPLE transactions/receipts as a SINGLE CHARGE. [Return to Flowchart]

NOTE: Etsy does this regularly!

RESOLUTION: In this situation, you combine all individual receipts totaling the single charge into a single receipt.

The steps below are a modification of the “Email Upload Format” instructions.

- Find all the receipts which EXACTLY TOTAL the single charge.
NOTE: With **Etsy** purchases, the easy way to do this is to search your emails for the total you need to match. Etsy will bury that total in each individual receipt, but searching by that total amount should reveal all individual receipts which were a part of that total.
- COMBINE all separate receipts into a SINGLE PDF.
NOTE: Some online receipts contain extra pages beyond the final total (usually promoting other products). If those extra pages result in a file size too large to upload, you may need to delete them. As long as each individual receipt includes the order #, line-items, and total, the additional pages are not needed. This has not been an issue but be aware of this as a solution.
- As the receipts all total the single charge in CR, submit them as you would any single receipt noting the total charge in the subject line.
- In the #note section of the email include the phrase “...multiple receipts billed as single charge for...” in the description. See the 2 examples below (red font is only used below for clarity):

EXAMPLE 1

SUBJECT: \$456.00 Wild Party costuming
BODY: #note Etsy Wild Party costuming: multiple receipts billed as single charge for sweaters, shorts, stockings, t-shirts.

EXAMPLE 2

SUBJECT: \$74.22 Props Dept
BODY: #note Etsy Props Dept: multiple receipts billed as single charge for various leather.

- If the charge is taxed, be sure to add the appropriate note regarding taxation after the description above.

END OF SECTION
[Return to Flowchart]

INTERNATIONAL TRANSACTION FEE [Return to “Charge But No Receipt”]

RESOLUTION: when you buy from an overseas vendor, there is a fee for converting your currency. You will NEVER have a receipt for these charges, so you will force Chrome River to create one.

By submitting an email without ANY attachments, CR will convert that email into an image to serve as a receipt.

- Start a new email - WITHOUT any attachments - addressed as usual.
- Use our usual subject format with a total that matches the transaction fee, but in the email #note section, use this text: (red font is only used below for clarity)

#note InsertAccountToBeCharged International Transaction Fee on purchase from InsertVendorNameHere. No Receipt available.

END OF SECTION
[Return to “Charge But No Receipt”]

FRAUD! Or Maybe Not... [\[Return to “Charge But No Receipt”\]](#)

When you see a suspicious charge you need to be proactive! Every year a few of us have our card info stolen. Depending on the nature of a charge, the bank (BAML) may not flag it as fraud, and only you will notice it. That said, there may be a reasonable explanation for the charge.

If YOU notice a mysterious charge:
There may be a simple explanation:

- It’s not uncommon for an online vendor to bill through their parent company or a 3rd-party billing system like PayPal. In those cases, you may not recognize the vendor name.
- A vendor’s billing department may have screwed up and re-billed you for something you already purchased.

BUT, REGARDLESS of what you suspect, until you are CERTAIN of the legitimacy of the charge, follow the steps below.

1. IMMEDITAELY notify Bill Kephart if you suspect a charge may be fraud.
2. Then IMMEDIATELY call the bank (BAML, # on back of P-Card) and have them provide more details on the transaction so you can confirm whether or not it is legitimate.
3. As soon as you contact Bill, he will temporarily suspend your card until you confirm whether the charge is legit or fraud. This prevents further fraud on your card while you work with the bank to confirm the charges.
4. If the charges are fraud, the Bank will send you a new P-Card.
NOTE: If you’re in a buying panic and need it overnighted, try to convince them to waive any expedited shipping (tell then you can’t approve that expense).
5. After you’ve spoken to the bank, contact Bill, and if the transactions were legitimate, he will re-activate your P-Card (that reactivation cannot be done by the bank). If the charges were fraudulent, he will work with the university to make sure your P-Card remains suspended until a new P-Card is received.

If the BANK notices a mysterious charge:

If the bank detects fraud, or suspected fraud:

1. The bank will usually contact Bill Kephart asking for you.
2. Bill will freak-out and contact you IMMEDIATELY, and he will reach out to everyone who works with you until he hears from you.
3. Because it is YOUR card, the bank will NOT provide me with any details, and I cannot resolve any issues, so I will have YOU contact them IMMEDIATELY (call the number on the back f the P-Card). It could be a charge they suspect as fraudulent is actually legit (like the time a Prop’s bought a camo Bible) – but only YOU can verify that for them.
4. ALWAYS let me know how the issue was resolved.
5. If your card has been compromised, the bank will send you a new card, typically within a few days.
NOTE: If you’re in a buying panic and need it overnighted, try to convince them to waive any expedited shipping (tell then you can’t approve that expense).

Resolving Fraudulent Charges in CR

If the charges are fraudulent, once you’ve notified the bank, there will still be charges in Chrome River which must be resolved. Ignore them - Bill will resolve them for you. He will typically charge them, temporarily, to your department budget. Just like any charge, he will add it to an Expense Report and submit it for your approval. The bank will eventually issue you a credit. Bill will resolve the credit in the same manner – you just need to approve the Expense Report.

The Best way to head-off fraud is to have notifications enabled on the BAML site.
Instructions for enabling notifications will be referenced in forthcoming versions of these instructions.

END OF SECTION
[\[Return to “Charge But No Receipt”\]](#)

MISSING RECEIPTS [\[Return to “Charge But No Receipt”\]](#)

If you lose a physical receipt, some vendors (like Menards) can look up charges on your P-Card and print a duplicate receipt. In this case, Bill will require you return to the store and request a copy. In most cases, however, you will need to submit a Missing Receipt Form. Prior to requesting this form, please read the following:

- To avoid losing receipts:**
1. **NEVER** stuff in your pocket
 2. **NEVER** leave it in a shopping bag.
 3. **BEFORE** you leave a store, stand aside, fold up your receipt, and store it in one of these locations:
 - **With your P-Card (in the sleeve/wallet where card is store).**
 - **Inside your phone case (if you have one).**

Bill uses this method and he has never lost a receipt.

- To discourage people from using this form (and losing receipts), below are the following steps to request a Missing Receipt Form:
1. **Email Bill (kephrt@illinois.edu)**
 2. **Explain HOW you lost the receipt (required).** Why? Bill just wants to know you thought about how you lost it, so you can prevent it in the future.
 3. **Bill will send you a Missing Receipt Form.**
 4. **Upload that form as you would any receipt, attached as a PDF.**

If you are regularly losing your receipts, your P-Card may be suspended or cancelled.

END OF SECTION
[\[Return to “Charge But No Receipt”\]](#)

If you are new to this, see [the end of this section](#) for an explanation of Expense Reports before reviewing the steps below.

There are 2 options for approving Expense Reports (ERs). Click each for an explanation:

- [OPTION 1](#): Respond to the Expense Approval email via your Outlook email account.
- [OPTION 2](#): Approve online via the Chrome River portal.

IMPORTANT: If you use Microsoft Mail or another 3rd-party program to consolidate your @illinois.edu Outlook emails, you will NOT be able to use Option #1. These programs break the communication link between your Outlook account and Chrome River. While it will appear you have successfully responded to the email, your response will never be received by CR. If Bill keeps bugging you to approve an Expense Report you already approved, your email program may be the culprit. Either locate the email in your university Outlook email account or approve online via Option 2.

OPTION 1 – Approving ERs via Email:

If you have submitted receipts charged to multiple accounts, you will receive a separate Expense Approval email for each account. Immediately approve these emails.

1. For each Expense Report I submit on your behalf, you will receive an email titled “Chrome River Expense Approval [YourNameHere]”

The body of the email (below) contains the details of all the charges included in the Expense Report.

Notice the 2 buttons at the bottom.

CHROME RIVER

Report ID: 0100-2544-7728

ACTION REQUIRED

Chrome River

Expense Report for

Emily Baker [658507054 emilyeb2]

Created By

William Kephart

Report Name

SPLITx2 R22 + Sweat Scenic

Submit Date

02/23/2022

Expense Dates

02/11/2022 - 02/11/2022

Total Expenses

784.31 USD

Account Summary

Amount (USD)

302063-262007- C1-F302063-262012

262 Krannert Center for Perf Arts\KCPA-Operations \Krn Ctr Per Arts

784.31

Activity-Optional

Location-Optional

Expense Details

02/11/2022

Itemization

262 Krannert Center for Perf Arts\KCPA-Operations \Krn Ctr Per Arts

15.45 USD

302063-262007-262012

C1-F302063-O262007-P262012

Activity-Optional

Location-Optional

883 Theatre\KCPA Theatre \Sweat

768.86 USD

301544-883001-883255

C1-F301544-O883001-P883255

Activity-Optional

Location-Optional

Business Purpose

Split receipt, see details

Merchant

THE HOME DEPOT #1984

Receipts

View

Financial Summary

Amount (USD)

Total Expense Report

784.31

Less Company Paid

784.31

Amount Due Employee

0.00

Expense Summary

Amount (USD)

PCard Expenses

784.31

APPROVE

RETURN

>> View Receipts

Report ID: 0100-2544-7728

I certify I have not, or will not, receive payment from any source for the expenses claimed, that the above amount is correct and approved for payment; that the detailed items charged were actually paid; that the expenses were related to official business; that the shortest route was traveled; that I have not been furnished with transportation or money in lieu any part of the journey therein charged for; and that the goods or services specified on this voucher were for the use of this agency.

To view this expense report or access the Chrome River application, [click here](#)

2. Click the “APPROVE” button.
3. That button will generate a separate email pre-addressed to: approve@expense.ca1.chromeriver.com.
- EXAMPLE:

➤

Send

To

approve@expense.ca1.chromeriver.com

Cc

Subject

Chrome River Expense Approval [Emily Baker]

1. Please VERIFY [from] e-mail address. Please use e-mail address associated to your Chrome River account.

2. Enter any optional NOTES in the space above this line to have them added to this expense report.

3. SEND this message to the Chrome River automated processing system for your action to be completed.

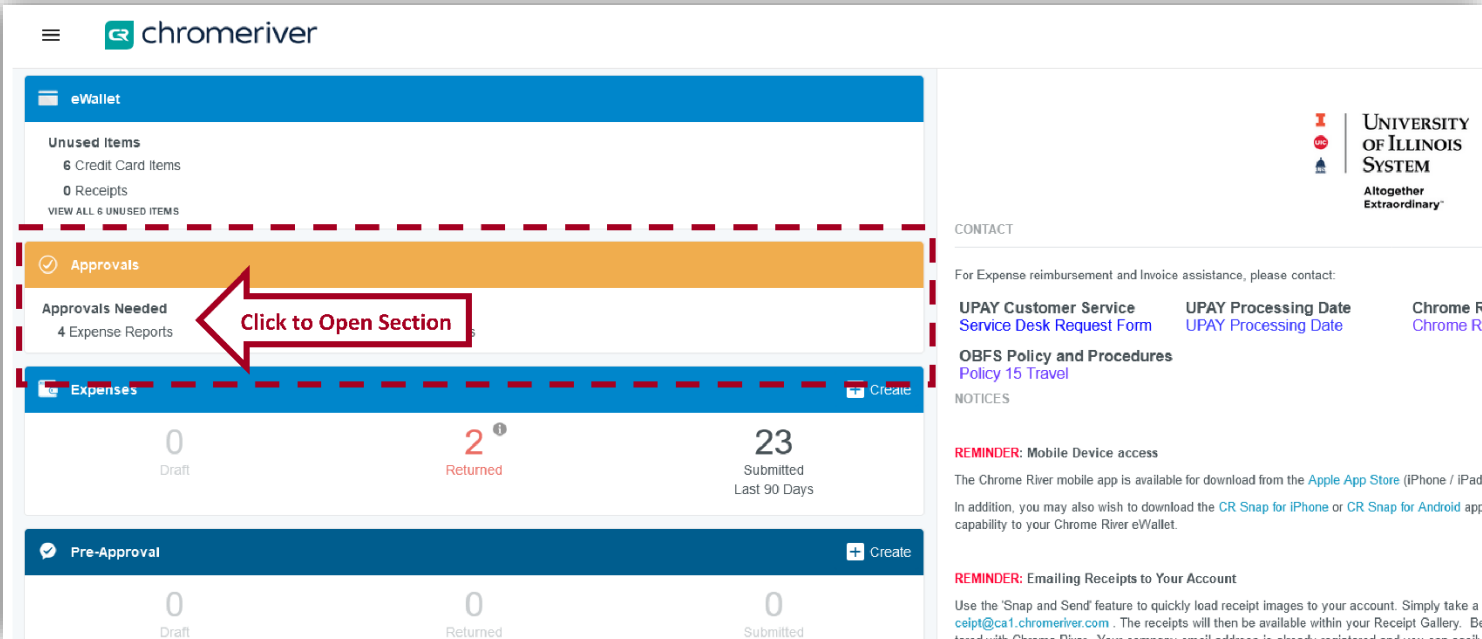
Report ID: 0100-2544-7728 Email UID: C64C8608-0A29-7C22-4BA7-1D3F2D879276

4. Click “Send.” (IGNORE the option to add notes.)
5. Done!

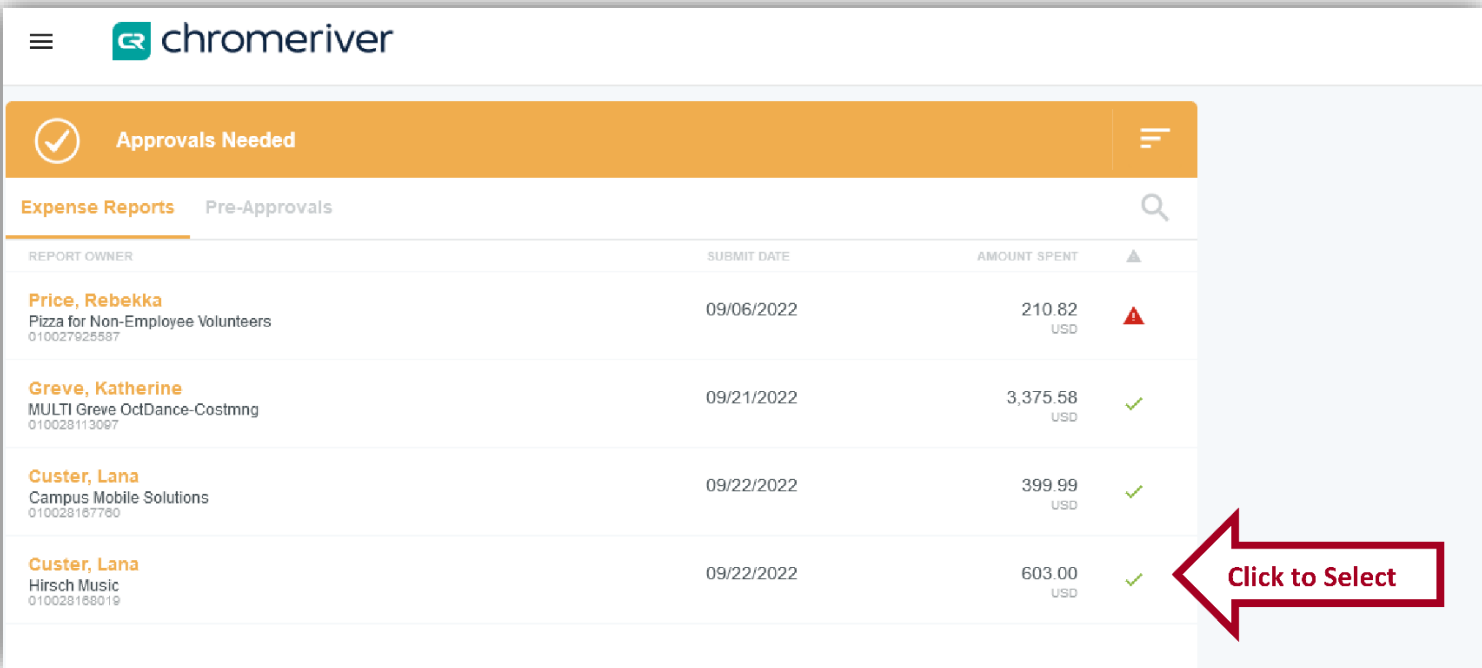
OPTION 2 – Approving ERs Online: [\[Return to top of Approving ERs\]](#)

Where email approval is not possible/convenient, you can approve Expense Reports on the Chrome River home page.

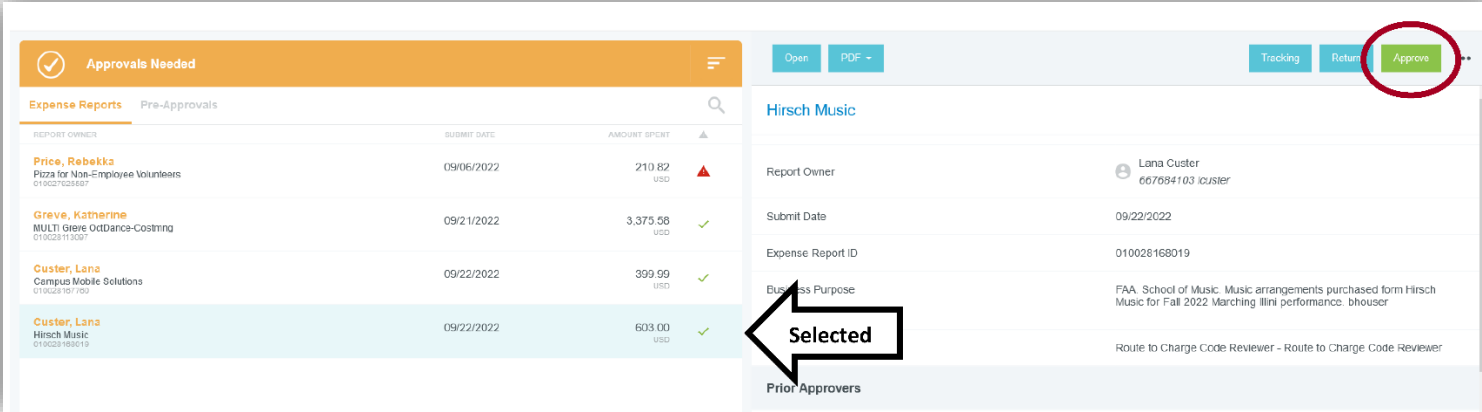
1. Log in to Chrome River as usual: <https://www.obfs.uillinois.edu/travel-resources>
2. When you have Expense Reports pending approval, a gold “Approvals” section will appear on that page. Click on the “Approval’s Needed” text:



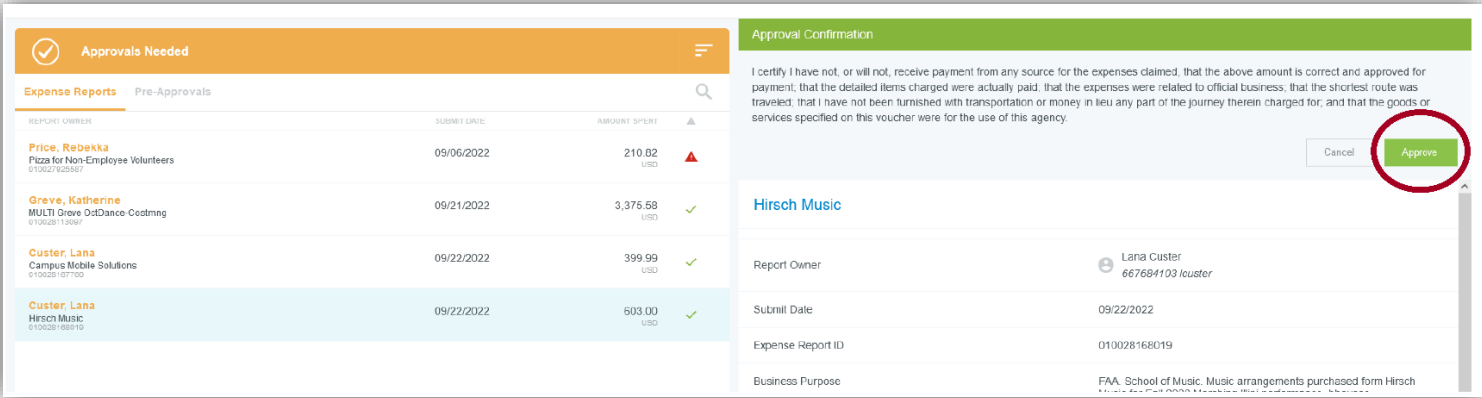
3. A list of all Expense Reports pending approval will appear. Click an Expense Report on that list:



4. A description of the selected ER will appear on the right with a green “Approve” button in the upper right. Click that green “Approve” button:



5. An “Approval Confirmation” screen will appear on the right with an additional green “Approve” button:



6. Click that green “Approve” button (again) to officially approve the ER. You should get a brief pop-up message noting your approval is confirmed.
7. Approve ALL ERs on the list via the steps above and you’re done!

[\[Return to top of Option 2\]](#)
[\[Return to top of Approving ERs\]](#)

EXPENSE REPORT EXPLAINED [\[Return to top of Approving ERs\]](#)

An **Expense Report** is a “container” for all expenses you are reporting. It is essentially a virtual envelope which contains all of your receipts. All charges for a SINGLE ACCOUNT are contained in a single Expense Report. Like purchasing from the KStore, you can put multiple items on a single ticket, but you can only use 1 account per ticket. We do the same with these Expense Reports. You DO NOT create these Expense Reports – Bill does that – BUT you will be required to approve each one Bill submits on your behalf.

OVERVIEW of APPROVING EXPENSE REPORTS

On Wednesday of each week, Bill will match any receipts not automatically matched by CR and assign them to an Expense Report. Each Expense Report covers a single account, so if you charge to multiple accounts, Bill will create an Expense Report for each. As your delegate, Bill will submit those Expense Reports on your behalf. You will receive an email for each Expense Report requesting your approval of that submission. You approve it (literally, 2 clicks), and your work is done. This approval must be complete by the end of Wednesday. If you didn’t submit any charges over the previous week, you will not have any Expense Reports to approve.

END OF SECTION
[\[Return to top of Approving ERs\]](#)
[\[Return to Weekly Calendar\]](#)