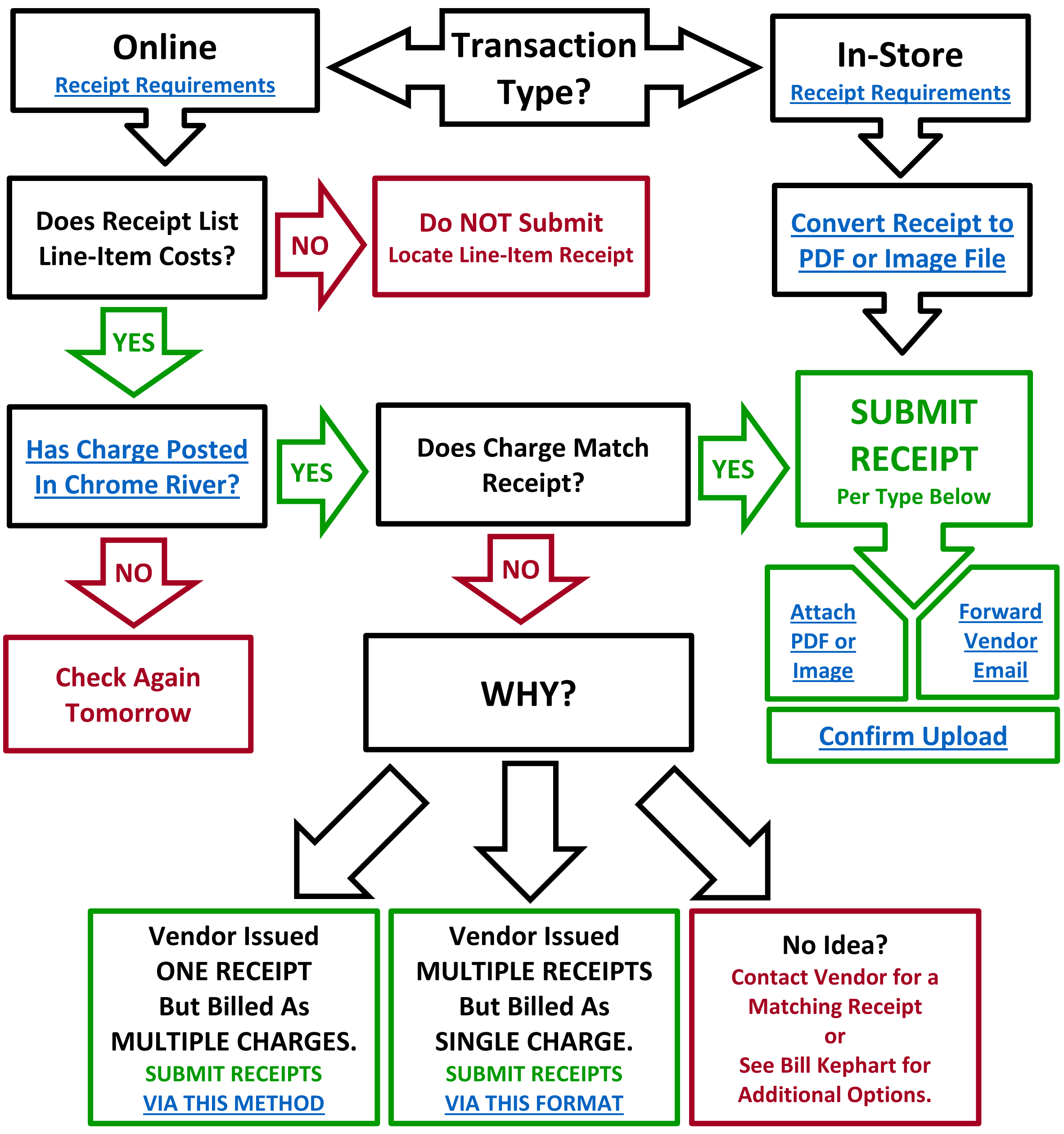
WEEKLY CALENDAR/DEADLINES

MONDAY	TUESDAY	WEDNESDAY	FRIDAY
• If you receive an automated email from CR which looks like this IGNORE IT.	• 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.	• 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. WARNING: Consequences for missed deadline.	• Reminder email from Bill encouraging early uploads. • This is a good time to submit receipts from the last few days.

EVERY DAY: Any day CR reaches 6 or more unmatched charges – ALL RECEIPTS are due THAT DAY.

FLOWCHART - RECEIPT SUBMISSIONS

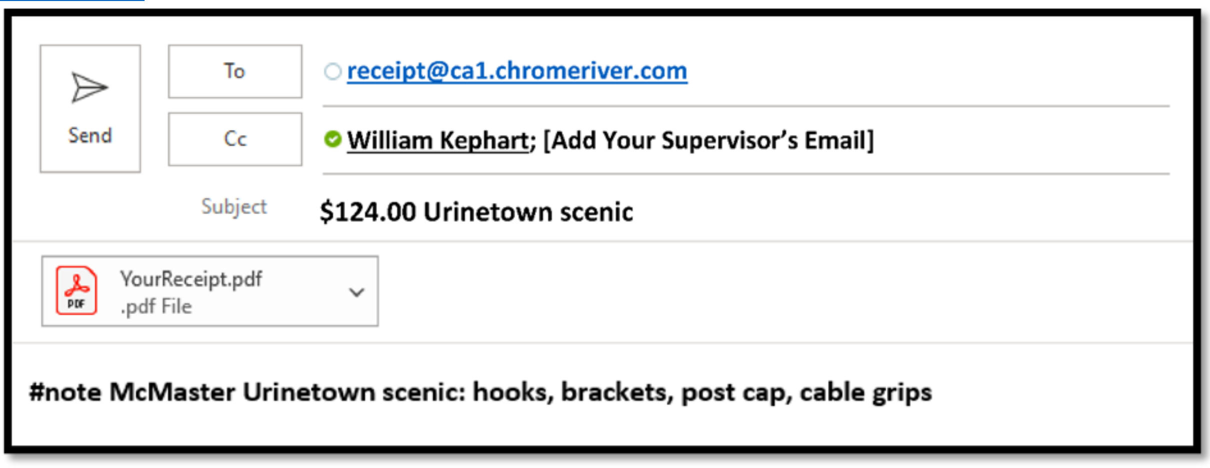


CHARGE BUT NO RECEIPT?

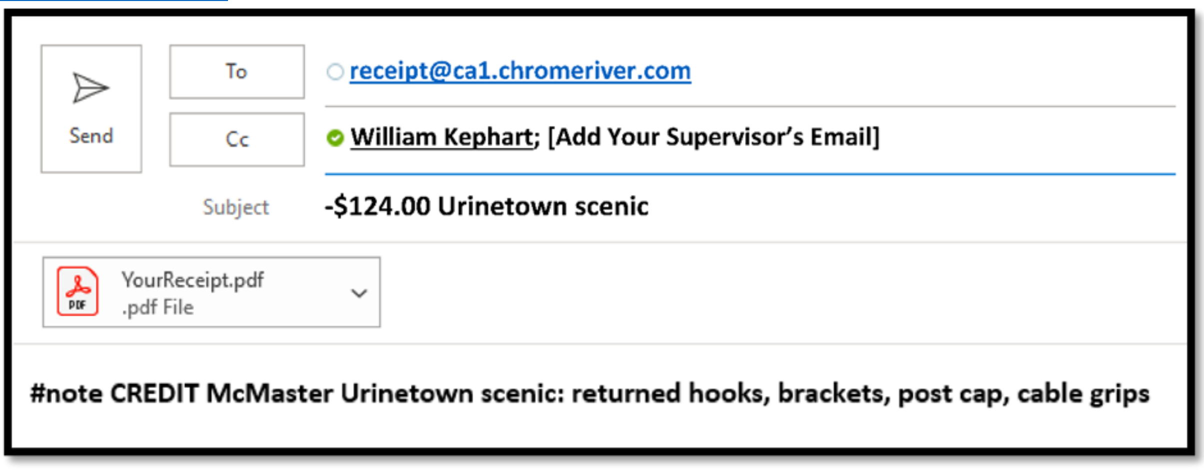
- COULD BE: an International Transaction Fee
- COULD BE: Fraud! Or maybe not...
- Uh, actually, I LOST my receipt

EMAIL FORMATS FOR RECEIPT SUBMISSIONS

- View a simple explanation of the email format HERE, or click images below for specific details.
- PURCHASES



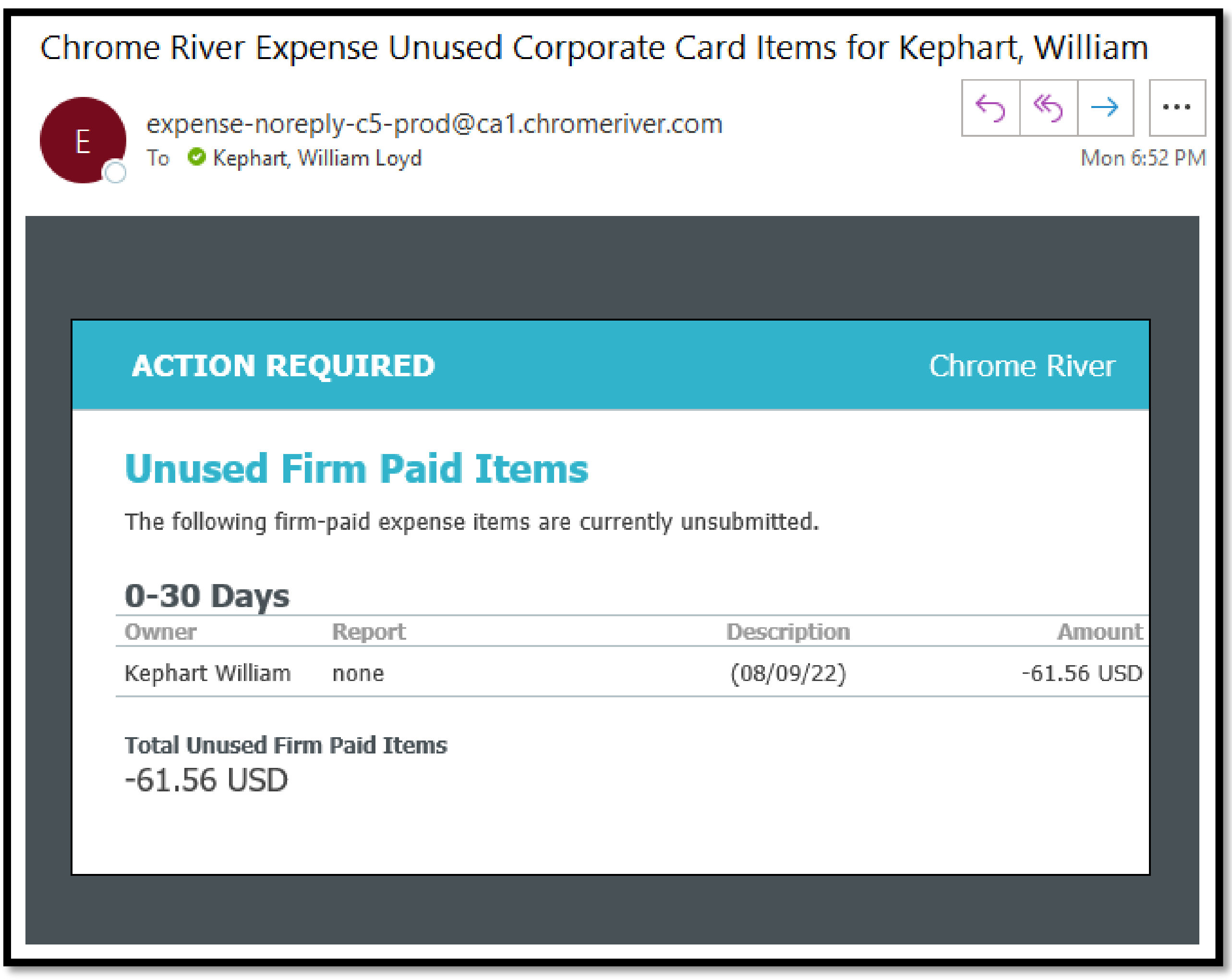
- REFUNDS/CREDITS



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]

<u>CONSEQUENCES FOR MISSED DEADLINE</u> [Return to Weekly Calendar]

If you do NOT upload receipts for ALL charges in Chrome River as of Tuesday midnight:
1. Your name will be sent to Terri Ciofalo and she will pursue the matter with you and your supervisor. She will not be happy.
2. You are immediately prohibited from using your P-Card until the matter is resolved.
3. 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.

REMEMBER: 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.

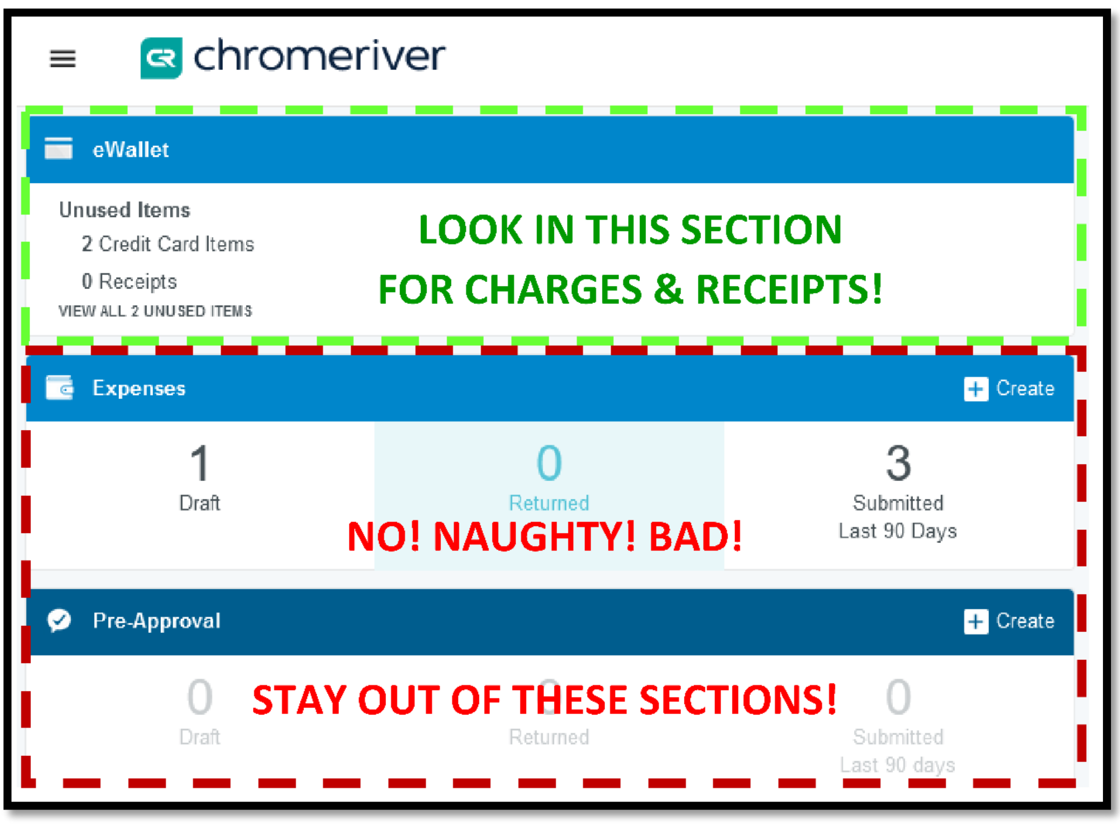
You have nearly a full week to submit your receipts, you get 2 weekly reminders, a full day Tuesday to submit all final receipts, and often a reminder is sent to stragglers at the end of the workday on Tuesday, so you get plenty of notice. You have been assigned a P-Card as one of your educational requirements, so please take these deadlines seriously – they affect the assessment of your academic performance.

END OF SECTION
[Return to Weekly Calendar]

CONFIRMING CHARGES IN CHROME RIVER [Return to Flowchart]

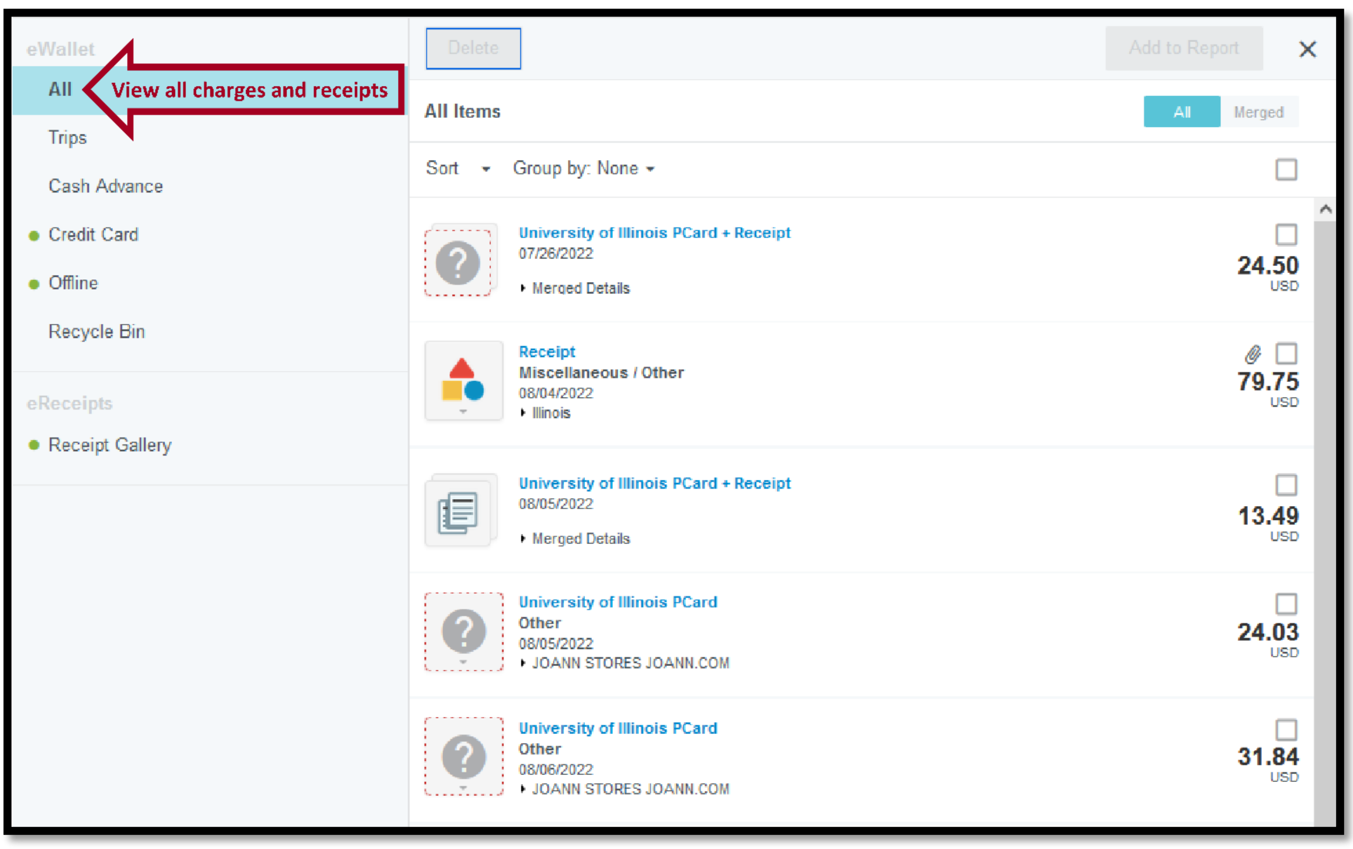
To access Chrome River, BOOKMARK this page, then click CR logo: https://www.obfs.uillinois.edu/travel-resources

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:



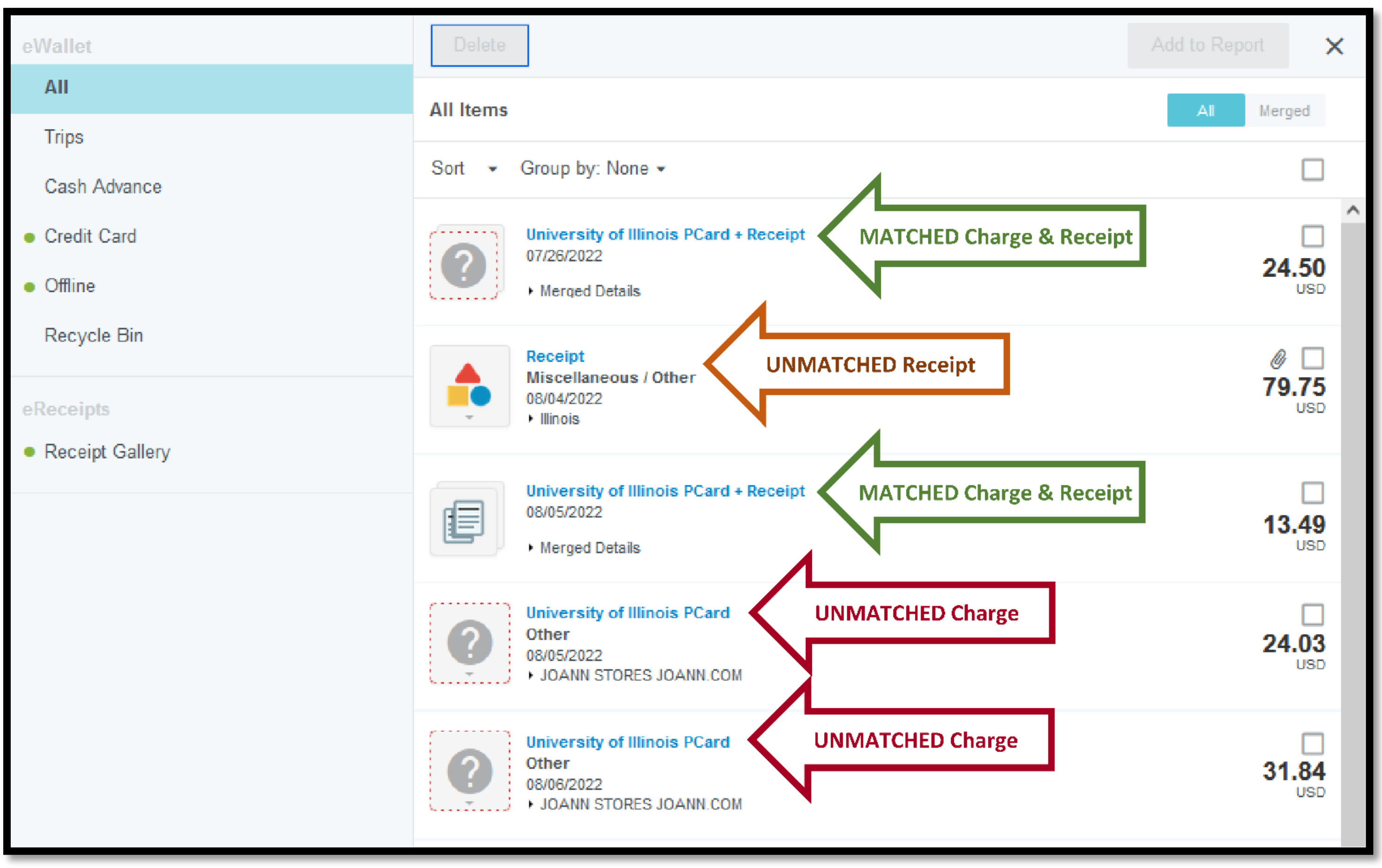
While physical receipts from in-store purchases will always match the posted charge, online purchases MUST be confirmed prior to upload.
You can never be sure how an online vendor will bill a charge, so this additional step ensures you and Bill don't end up a bunch of useless, confusing uploads.
Before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



END OF SECTION
[Return to Flowchart]

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...***

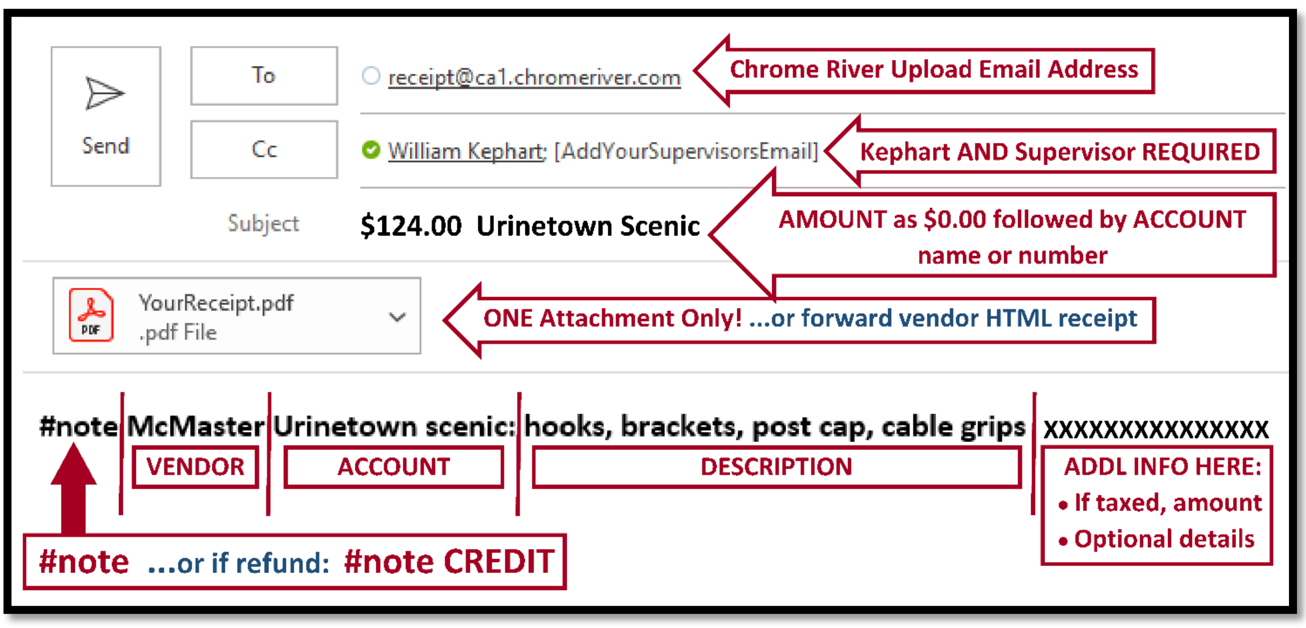
- **MULTIPLE ATTACHMENTS ARE PROHIBITED!** Only attach a SINGLE file to a submission email; multi-page receipts should always be submitted as a multi-page PDF (with file size not to exceed 10MB).
- **While PDFs are always preferred**, single image attachments are also acceptable in the following formats: **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 ALMAYS 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”]
All upload emails are some version of the following.
The format is very simple, but very specific.



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 notes AMOUNT followed by the ACCOUNT 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.

RECEIPT:
You MUST include a receipt with every upload email, either as an attachment, or in the body of the email if you are forwarding a vendor’s email/HTML receipt.
If attached, only ONE file is allowed. Multi-page receipts must be converted to a SINGLE multi-page PDF.

- **Chrome River CONVERTS that attached receipt or HTML message into an IMAGE for use in the CR system.**
- **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:** Must match account in used in subject line. Put a **COLON :** after the account 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, Taxed Paid:** After the purchase description (in the “additional info” section marked above), if you paid tax on a purchase - whether accidental or intentional, anticipating a refund - Bill needs to know the AMOUNT you paid. He tracks tax to ensure you get it refunded for every taxed purchase. The specific text for this is found in the detailed upload 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.”

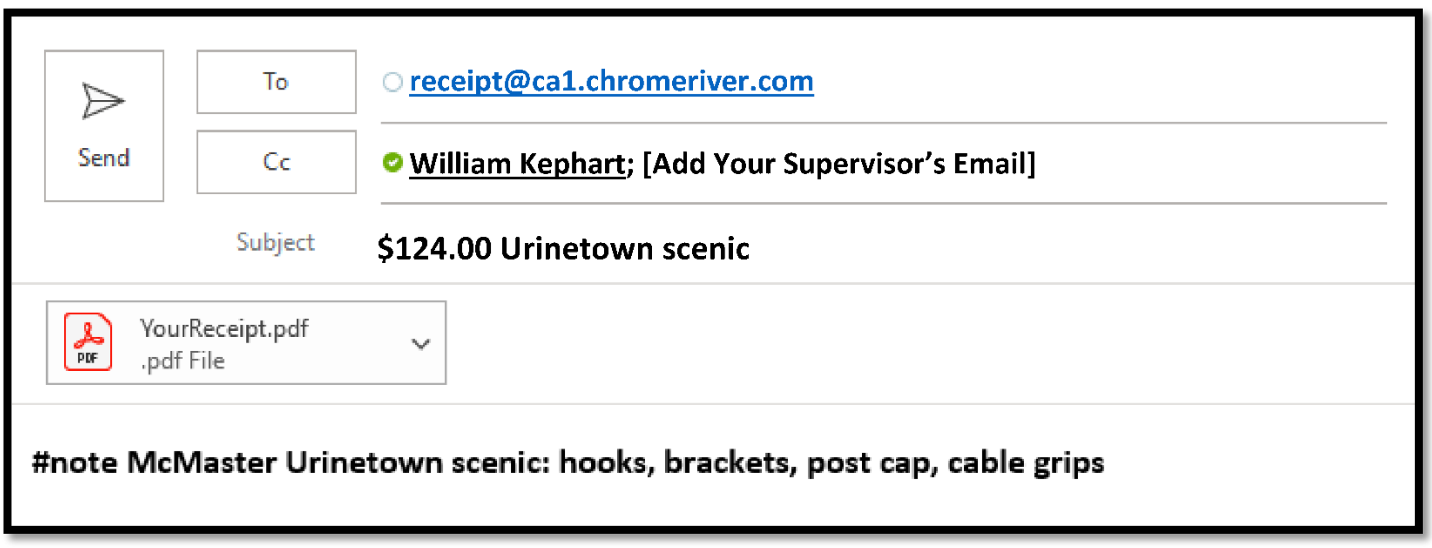
For detailed instructions choose a link below:
Click Here if Receipt is for a PURCHASE
Click Here if Receipt is for a REFUND/CREDIT
Click Here if FORWARDING VENDOR EMAIL/HTML RECEIPT

END OF SECTION
[Return to “Email Formats For Receipt Submissions”]

PURCHASE RECEIPT - UPLOAD EMAIL FORMAT [Return to "Email Formats For Receipt Submissions"]
[Return to Flowchart]

IMPORTANT:

- ***If you are submitting a receipt for a Refund/Credit USE THESE INSTRUCTIONS.***
- ***If you are forwarding a Vendor email/HTML receipt 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.***



1. **Create a new email.**
2. **ATTACH YOUR RECEIPT - ONE FILE ONLY!**
   - 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"
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**
4. **In the SUBJECT, enter the AMOUNT followed by ACCOUNT per formats below:**

   Amount Format:
   - **ALWAYS include 2 digits**
   - **ALWAYS include $ sign**
   - **EXAMPLES: $33.00**
   - **EXAMPLES if LESS THAN 1 dollar: $0.89**

   Account Format:
   - **Show:** both show name and dept being charged: **Sweat scenic**
   - **Dept:** use dept name: **Props Dept**
   - **Class (aka Tuition Differential):** use Course #: **THEA126**

   SUBJECT LINE EXAMPLES:

   $33.00 The Royal costuming

   $43.22 Scenic Dept

   $42.00 THEA126

5. **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 to be charged** (as in subject line)
   4. **Description of Items purchased**
   5. **IF YOU PAID TAX, include a note after the description stating the amount of tax paid** (see last example below):
      Tax of $#.## to be refunded in a separate transaction.
   6. **[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. Tax of $7.53 to be refunded in a separate transaction.

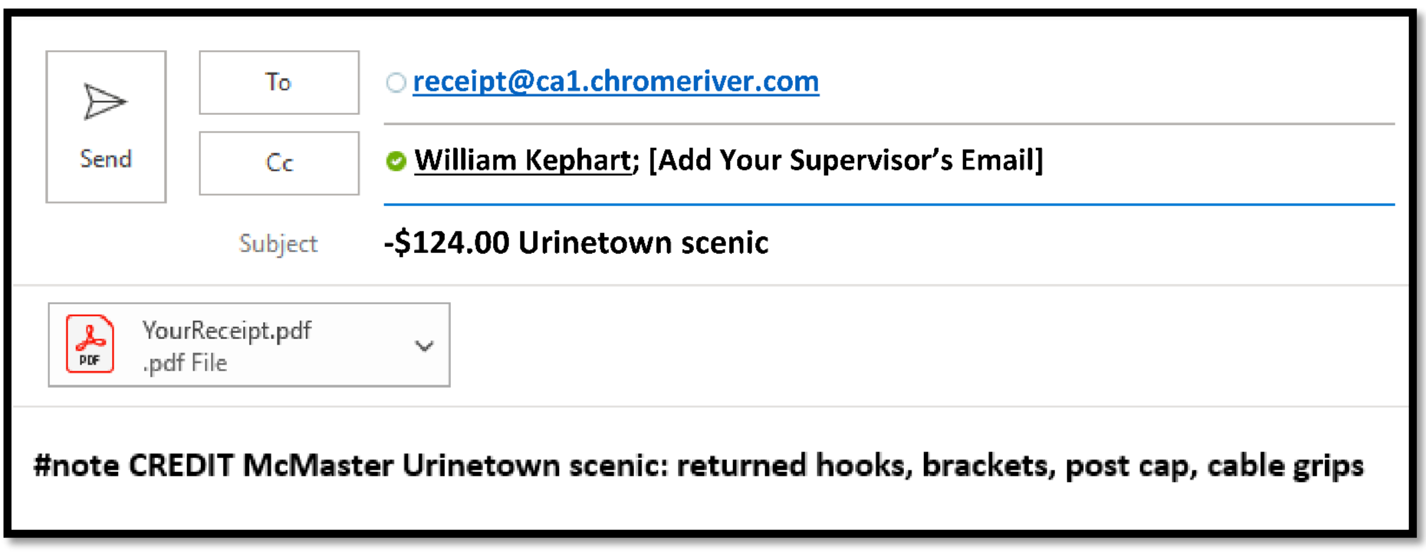
6. **AFTER entering the string of text above, hit Enter to "end" the text string.**
7. **IMPORTANT >>> BEFORE SENDING, CONFIRM you actually attached a receipt!!! It is a common mistake to send the email without a receipt attached.**
8. **SEND.**

END OF SECTION
[Return to "Email Formats For Receipt Submissions"]

REFUNDS/CREDITS - UPLOAD EMAIL FORMAT [Return to "Email Formats For Receipt Submissions"]
[Return to Flowchart]

IMPORTANT:

- ***If you are submitting a receipt for a receipt for a PURCHASE (a positive amount) USE THESE INSTRUCTIONS.***
- ***If you are forwarding a Vendor email/HTML receipt 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.***



1. **Create a new email.**
2. **ATTACH YOUR RECEIPT - ONE FILE ONLY!**
   - 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"
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**
4. **In the SUBJECT, enter the AMOUNT followed by ACCOUNT per formats below:**

   Amount Format:
   - **ALWAYS include 2 digits**
   - **ALWAYS use -$ for credit**
   - **EXAMPLE: -$33.00**
   - **EXAMPLES if LESS THAN 1 dollar: -$0.89**

   Account Format:
   - **Show:** both show name and dept being charged: **Sweat Scenic**
   - **Dept:** use dept name: **Props Dept**
   - **Class (aka Tuition Differential):** use Course #: **THEA126**

   SUBJECT LINE EXAMPLES:

   -$33.00 The Royal costuming
   -$43.22 Scenic Dept
   -$42.00 THEA126

5. **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**
   2. **Vendor**
   3. **Account to be charged** (as in 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.

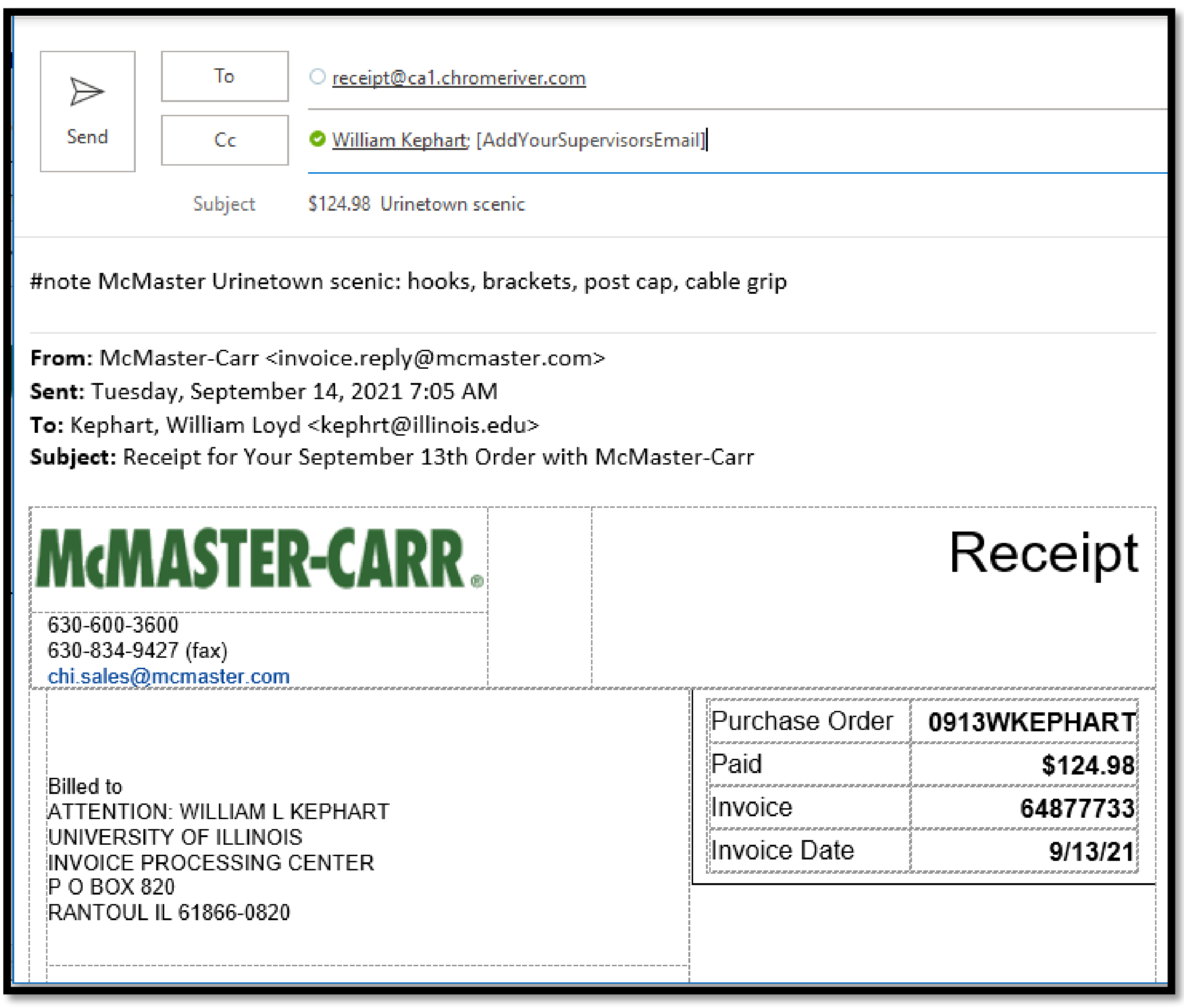
6. **AFTER entering the string of text above, hit Enter to "end" the text string.**
7. **IMPORTANT >>> BEFORE SENDING, CONFIRM you actually attached a receipt!!! It is a common mistake to send the email without a receipt attached.**
8. **SEND.**

END OF SECTION
[Return to "Email Formats For Receipt Submissions"]

FORWARDING VENDOR EMAIL (UPLOADING EMAILED/HTML RECEIPTS) [Return to Flowchart]

You can always convert an emailed receipt into a PDF and submit it as an attachment, but if you want to save that step, you can simply forward the vendor email.

EXAMPLE:



Send

To: receipt@ca1.chromeriver.com

Cc: 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

McMASTER-CARR

630-600-3600
630-834-9427 (fax)
chi.sales@mcmaster.com

Receipt

Billed to
ATTENTION: WILLIAM L KEPHART
UNIVERSITY OF ILLINOIS
INVOICE PROCESSING CENTER
P O BOX 820
RANTOUL IL 61866-0820

Purchase Order	0913WKEPHART
Paid	$124.98
Invoice	64877733
Invoice Date	9/13/21

******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.***

1. **Find the emailed receipt and set it to FORWARDING.**
2. **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**
3. **In the SUBJECT, DELETE all text (including "FW:") and replace with AMOUNT followed by ACCOUNT per formats below:**

   Amount Format:
   - **ALWAYS include 2 digits**
   - **ALWAYS include $ sign, if credit use -$**
   - **EXAMPLES: $33.00** or **-$33.00**
   - **EXAMPLES if LESS THAN 1 dollar: $0.89** or **-$0.89**

   Account Format:
   - **Show:** both show name and dept being charged: **Sweat scenic**
   - **Dept:** use dept name: **Props Dept**
   - **Class (aka Tuition Differential):** use Course #: **THEA126**

   SUBJECT LINE EXAMPLES:

   $33.00 The Royal costuming
   -$22.36 Sweat props
   -$43.22 Scenic Dept
   $42.00 THEA126

4. **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 -OR- if credit, #note CREDIT**
   2. **Vendor**
   3. **Account to be charged** (as in subject line)
   4. **Description of Items purchased**
   5. **IF YOU PAID TAX, include a note after the description stating the amount of tax paid** (see last example below)**: *Tax of $#.## to be refunded in a separate transaction.***
   6. **[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 CREDIT Home Depot Coriolanus scenic: 2x4s, 2 inch foam, wire mesh.

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

   #note Hobby Lobby Carnivale props: foliage.

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

   #note CREDIT Meijer THEA126: returned craft paper.

   #note Kohls Neverland costumes: partial billing for order of pants, sweaters, boots, and ties. Tax of $7.53 to be refunded in a separate transaction.

5. **AFTER entering the string of text above, hit Enter to "end" the text string.**
6. **SEND.**

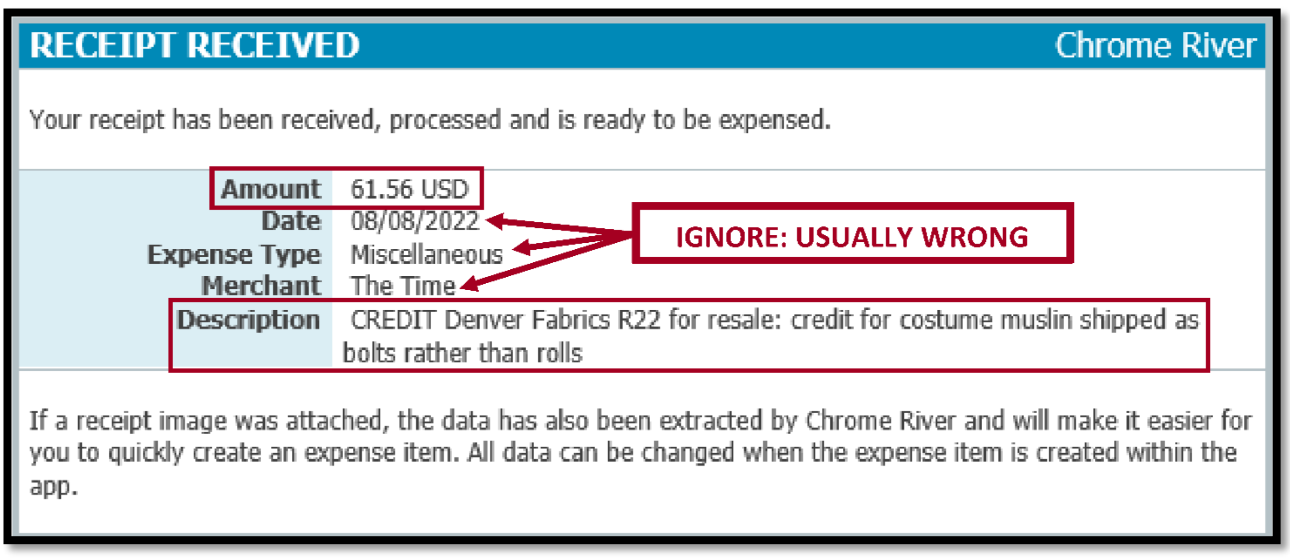
END OF SECTION
[Return to Flowchart]

UPLOAD CONFIRMATION [Return to Flowchart]

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:
   - **USUSALLY 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-dooper important to make sure you include it!



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!**

END OF SECTION
[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.

1. Find the email or image related to the split charge.
2. Depending on the receipt format, either attach a PDF/image of the receipt or find the original receipt email and set it to forwarding.
3. 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.
4. 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.***

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.

1. 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 a searching by that total amount should reveal all individual receipts which were a part of that total.
2. 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.
3. 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.
4. 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.***

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.

1. Start a new email - WITHOUT any attachments - addressed as usual.
2. 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"]

APPROVING EXPENSE REPORTS (ERs) [Return to Weekly Calendar]

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:

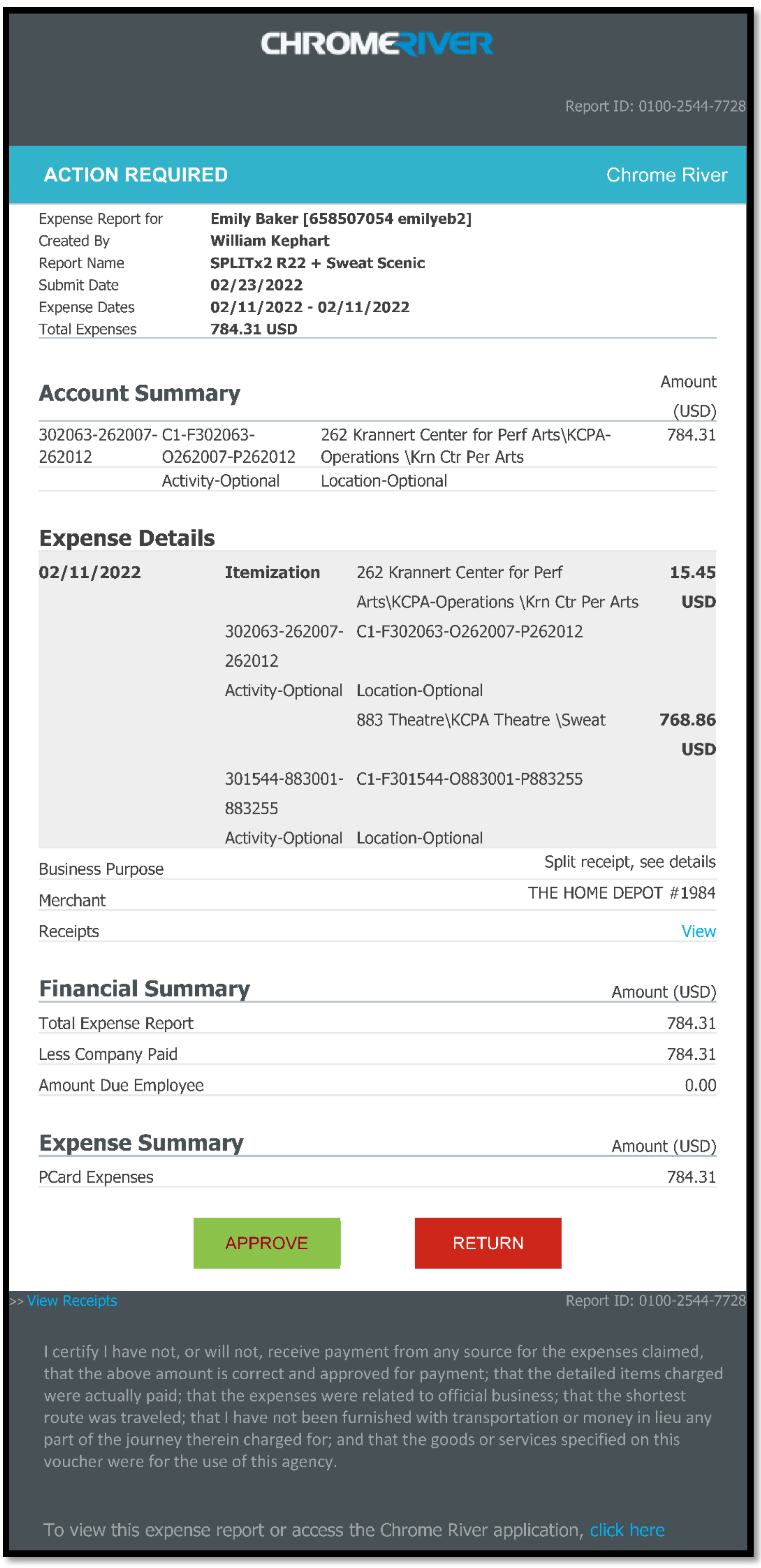
- **OPTION 1: Respond to the Expense Approval email via your Outlook email account.**
- **OPTION 2: Approve online via the Chrome River portal.**

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.

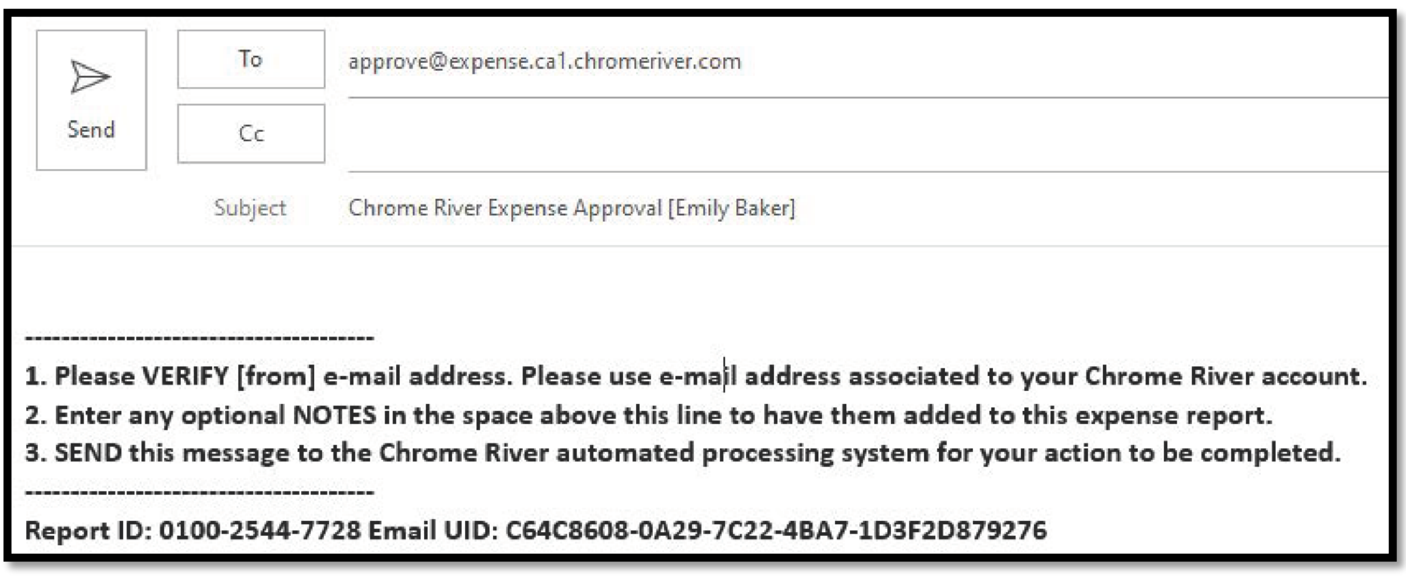
OPTION 1 – Approving ERs via Email:

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.



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



4. **Click "Send."** (IGNORE the option to add notes.)
5. **Done!**

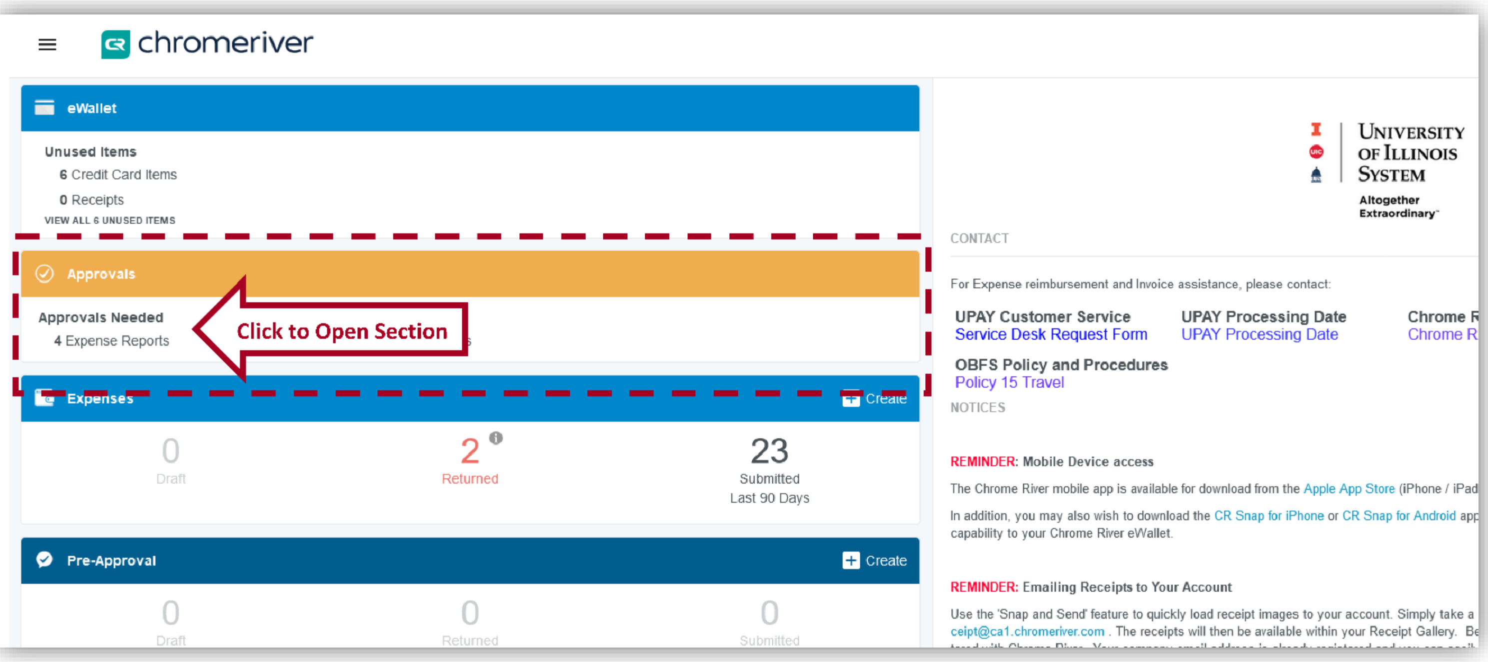
[Return to top of Option 1] [Return to top of Approving ERs]

***** OPTION 2 on next page *****

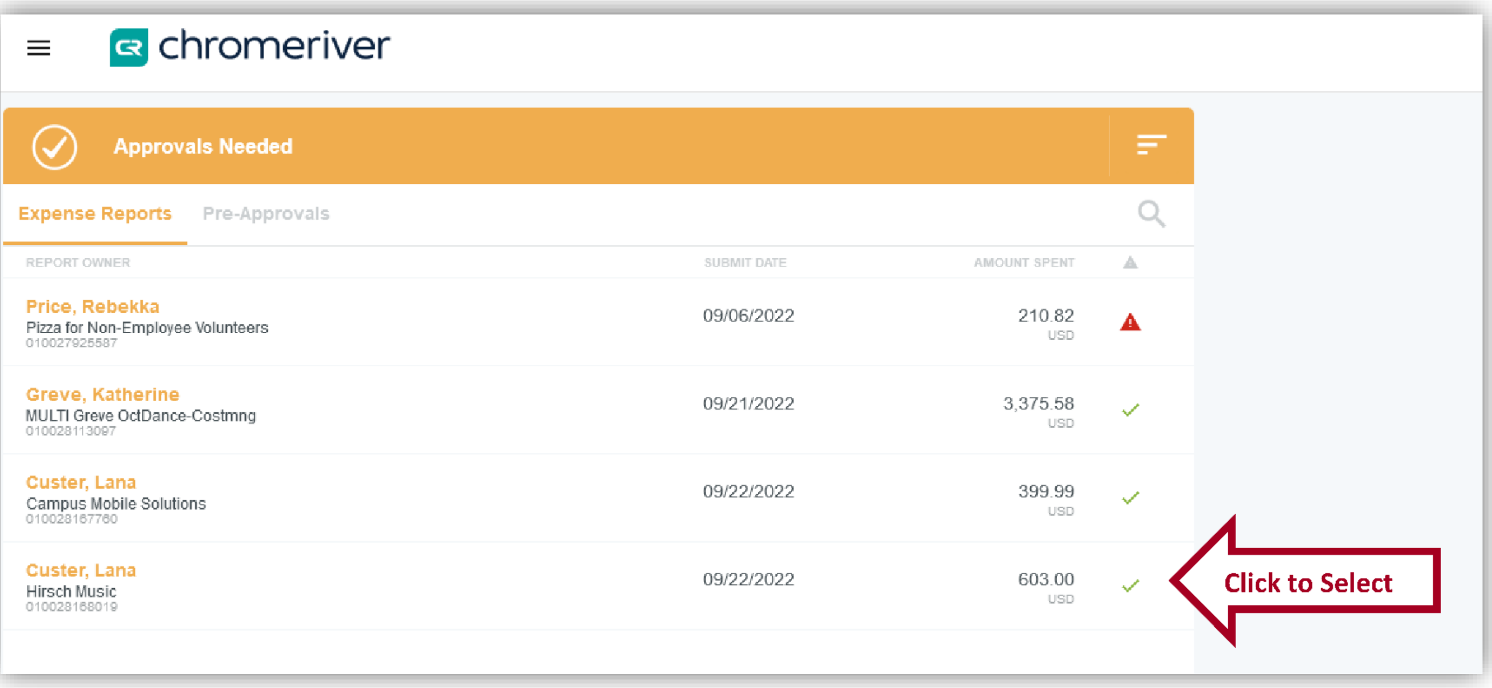
OPTION 2 – Approving ERs Online: [Return to top of Approving ERs]
Where email approval is not possible/convenient, you can approve Expense Reports on the Chrome River home page.

1. **Log in to Chrome River as usual: https://www.obfs.uillinois.edu/travel-resources**

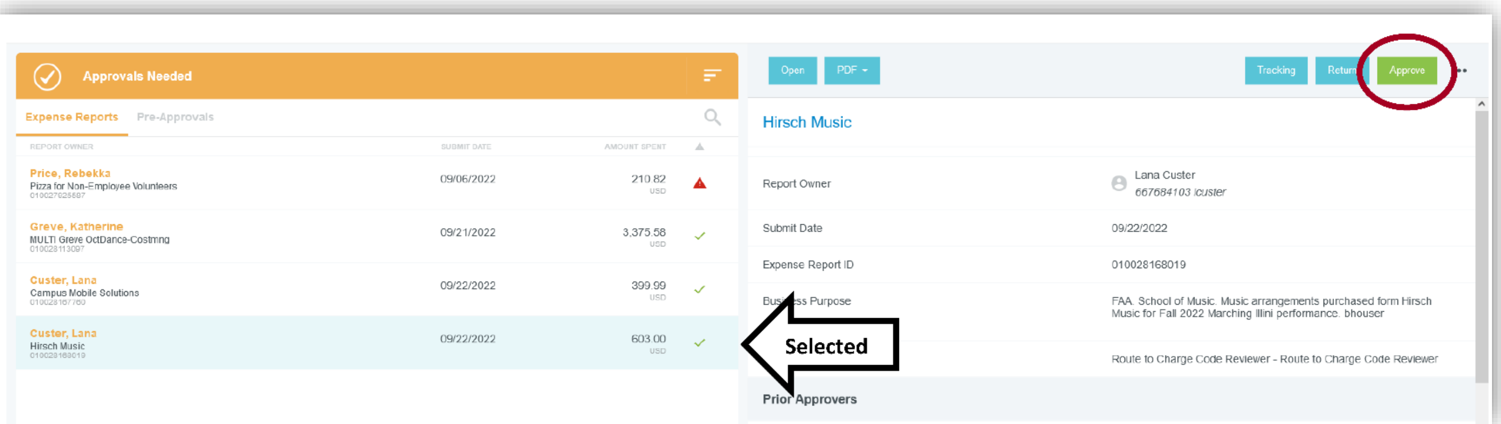
2. **When you have Expense Reports pending approval, a gold "Approvals" section will appear on that page. Click on the "Approval's Needed" text:**



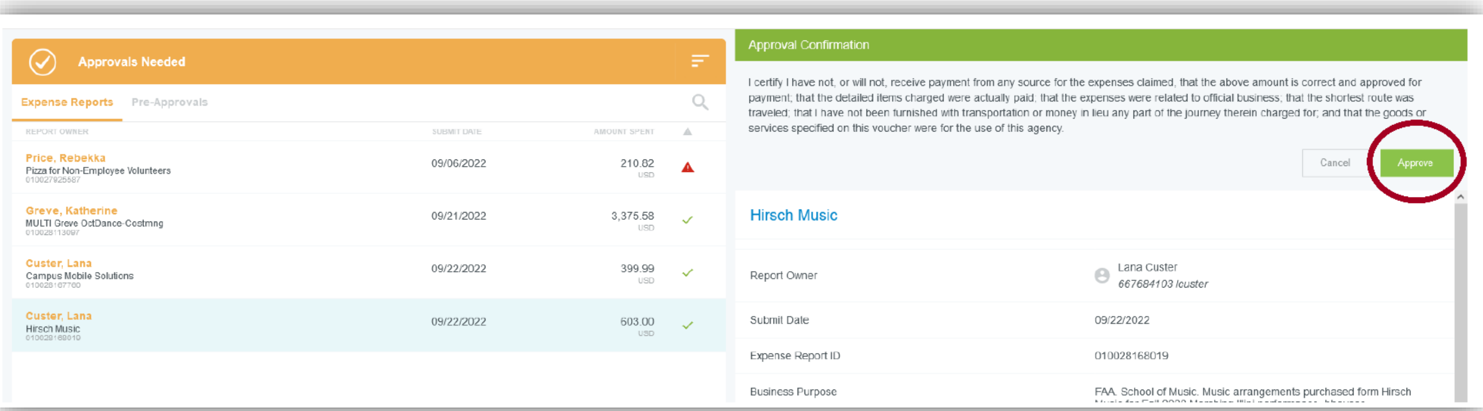
3. **A list of all Expense Reports pending approval will appear. Click an Expense Report on that list:**



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]

*** END OF INSTRUCTIONS ***