

# FAQ –Chrome River P-Card

5-11-18

Reminder: **DO NOT STORE PCard information on a supplier website.** In doing so, you are putting your card and the University at a much greater risk of fraudulent activity. You should provide your card information each time you make a transaction, as stated in policy.

Q: What are the cycle dates and due dates for my PCard report?

**A: The cycle dates remain the same as before Chrome River. The cycle dates for the remainder of FY18 can be found at:**

<http://www.shsu.edu/dept/procurement/pcard/index.html>

Remember: **Do not submit your report before the 6<sup>th</sup> of the month**, as the cycle normally ends on the 3<sup>rd</sup>, but Citi can still post transactions for that cycle through the 6<sup>th</sup> of the month. Only reconcile transactions posted to your profile for the dates within your billing cycle. **Reports are still due on the 15<sup>th</sup> of each month.** There will be no email reminders sent out for you to prepare your reports or remind you they are due. If you need a reminder, please set yourself a reminder on your Outlook calendar.

Q: What account codes are behind each tile?

**A: See the link to a cheat sheet provided at:**

<http://www.shsu.edu/dept/procurement/pcard/index.html>

Q: What expenses require a receipt?

**A: For PCard all expenses require a receipt. If you do not attach a receipt, you will get a warning at the top of the screen, until you add an attachment.**

Q: Why am I receiving an error on duplicate transactions (same day, same dollar amount)?

**A: Compliance rules built behind the scenes are there to protect you from creating duplicates in error that would then pay when the expense report processed. If you have duplicate items on the same day (example would be registration fees for more than one person), the system will warn you that you have duplicate transactions, and request a justification at the top. You will need to add a response in the box at the top where the warning is given and save.**

Q: May changes be made to the report once submitted for approval?

**A: If no approvals have been made the person who submitted the report can recall the report, which will send it back to your Drafts on the home page. If any approvals have been made, then no changes can be made on the approved items.**

Q: Will Chrome River automatically route reports to Office of Research Administration (ORA) if items were purchases on a grant?

**A: Yes, ORA is built into approval queue based on the funding source used.**

Q: Do I have the ability to view who needs to approve a report:

**A: Yes once a report has been submitted a tracking button will appear at the top of report. To access:**

- 1. Go into your profile**
- 2. Select submitted reports**
- 3. Click on the report in question**
- 4. Tracking Button will be at the top of the page on the right side of the screen (next to Open and PDF).**

Q: What does "Multiple Statuses" mean under the name of my report?

**A: This means that there are more than one approver in the queue and until all have approved the status will remain as such. Once your report status shows "Exported" it has completely been approved and submitted.**

Q: My Department Head has approved the report why does it still state Pending Approval?

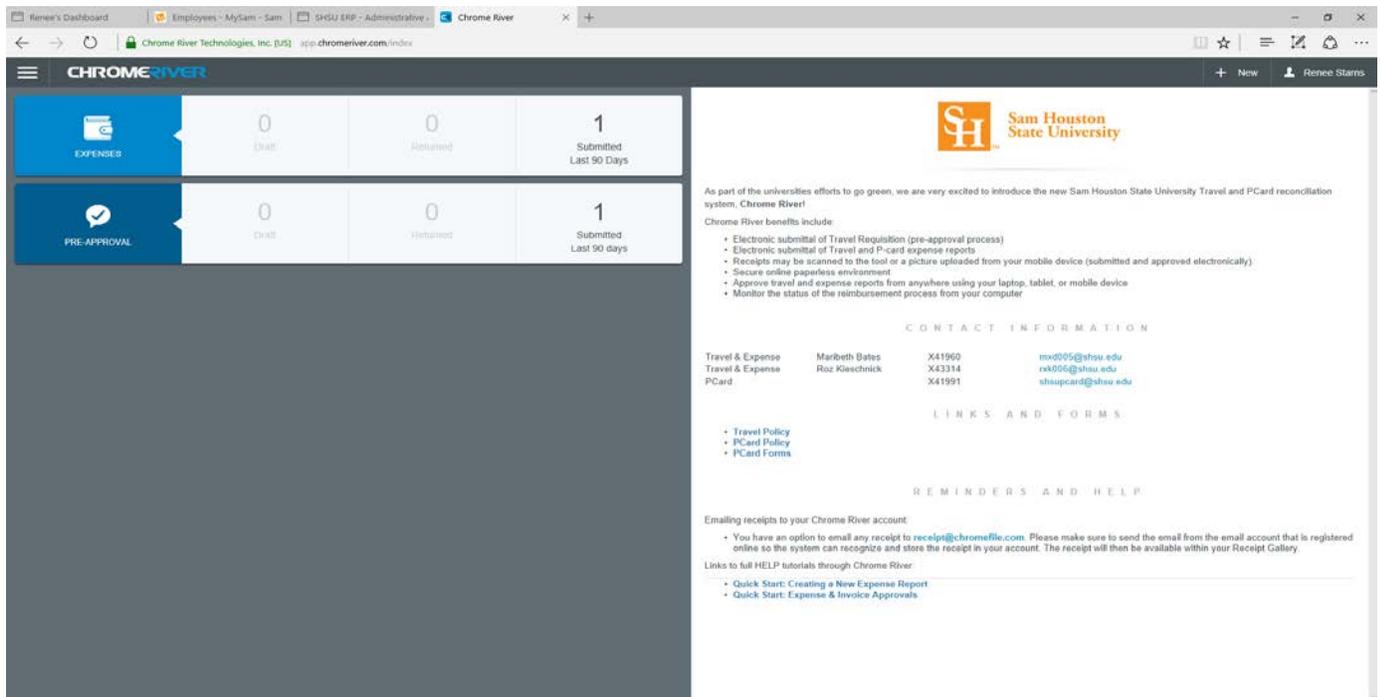
**A: Chrome River is not real time. Exports and Encumbrances are run at set intervals behind the scenes. Once the processes pick it up behind the scenes the status will change.**

Q: What should I put as Business Purpose on my PCard Report?

**A: For PCard please just list as PCard Expenses. As we indicated in training, both PCard and Travel share the header in Chrome River, and we did not have an option for separate headers. Your detail of the transaction should be put into the Description area.**

Q: How do I reopen a Draft Report?

**A: Go back into your profile in Chrome River. Go to the Expenses swim lane, directly under the Chrome River logo. Your draft reports will show under draft in this area.**



Q: How do I get to a report that has been returned?

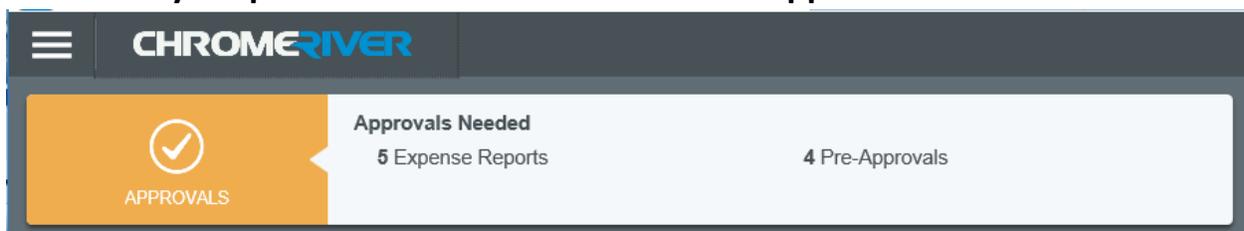
**A: Go back into your profile in Chrome River. Go to the Expenses swim lane, directly under the Chrome River logo. Your returned reports will show under Returned in this area.**

Q: How do I get to a report that has been submitted?

**A: Go back into your profile in Chrome River. Go to the Expenses swim lane, directly under the Chrome River logo. Your Submitted reports will show under Submitted in this area. Only those submitted within the last 90 days will appear here.**

Q: How do I get to my reports that need approvals from within the tool?

**A: Go into your profile and see the swim lane for Approvals as show below.**



Q: How do I change a tile on a transaction?

A: **Open up the transaction in question.**

**Go to the tile, and use the dropdown arrow within the tile, to select the correct tile for the purchased items within the transaction.**

The screenshot displays the Chrome River web application interface. On the left, a sidebar menu is visible with options like 'E-Wallet', 'Credit Card', 'Offline', 'Personal Account', 'Recycle Bin', 'E-Receipts', and 'Receipt Gallery'. A blue arrow points from the 'Credit Card' option to a transaction tile in the main content area. The main content area shows a list of transactions under the heading 'Procurement - January Report'. The first transaction is a PCARD Transaction for 'NGL Library Books / Ref Material' dated 01/05/2018, with a total amount of 50.54 USD. This transaction is itemized with a grid of tiles: MEALS, SPORTS/RECREATION, OFFICE SUPPLIES, MISCELLANEOUS, and OFFICE AND SUPPLIES. Below this, other transactions are listed, including 'Miscellaneous - Other' (26.00 USD), 'Office Supplies' (225.16 USD), and 'Travel Card Transaction' (11.74 USD). At the bottom, there is a summary section with 'Expense Report' number 010023136445, 'Total Pay Me Amount' of 0.00 USD, and a 'Submit' button.

Q: How do I itemize a transaction that has multiple items on one receipt that are to be coded differently, such as food, service, rental, etc.?

A: **Use the Itemized Tile to separate out transactions of this nature.**

Q: How do I split a transaction between one or more FOP's?

A: Use the **Add Allocation** within your transaction screen to add multiple FOPs and the specific dollar amount.

The screenshot displays the Chrome River interface for an expense report. The left sidebar shows a navigation menu with 'Procurement - April 2018' selected. The main content area is titled 'Registration / Conference / Seminars - Employee'. It includes a date field set to '04/13/2018', a 'Spent' field with '100.00 USD', and a description 'Registration fee for PCard Conference'. Below this is an 'Allocation' section with two entries:

Account	Percentage	Amount
140100 630000 Procurement Designated Tuition	60 %	60.00
60 - Institutional Support		000000 - Default Activity
140100 624000 Disbursements & Travel Services Designated Tuition	40 %	40.00
60 - Institutional Support		000000 - Default Activity
<b>Total</b>	<b>100 %</b>	<b>100.00</b>

A blue arrow points from the 'Add Allocation' button in the sidebar to the 'Allocation' section. The bottom of the screen shows an 'Expense Report' summary with a 'Total Pay Me Amount' of '0.00 USD' and a 'Submit' button.