Welcome to The River

LET BUSINESS FLOW

INTRODUCTION

Approving Expense Reports and Pre-Approvals covers how to access, approve, and return **Pre-Approvals**. In addition, it also covers how to adjust and return line items on an **Expense Report**. We recommend this training for **Approvers** and **Administrators.**

AGENDA

BEST PRACTICES

- Training Camp Registration Link: www.chromeriver.com/training/registration
- Prerequisites: Attend the **Creating and Submitting Expense Reports** training.
- Additional Training: **Approvers** and **Administrators** may attend **Configuring Company Settings.**

Logging in during training is not always necessary. Design your training session as either a "Watch and Learn," or "Practice Workshop" style. There are pros and cons to both, dependent on your employees' styles.

APPROVING EXPENSE REPORTS AND PRE-APPROVALS

You will receive an email notification when an **Expense Report** or **Pre-Approval** is sent to you for review.

1. APPROVAL RIBBON

The **Approval Ribbon** is on the top left of the Chrome River home page and shows the number of **Expense Reports** and **Pre-Approvals** that need your attention.

Expense Reports/Pre-Approvals - Click on the number of **Expense Reports** or **Pre-Approvals** needing your attention. For each report, you will see the:

- Expense Owner
- Report Name
- Report ID
- Date Submitted
- Amount
- Currency Code

SEARCHING FOR REPORTS

Located above the list of reports, the **Magnifying Glass** is used to search for a specific report.

- Search by the **Report ID** or **Expense Owner**.
  - If you choose to search by **Report ID**, you will need the full 12-digit number.
- Search for reports using the **Sort** button – The three lined icon in the top middle of the page. You can search by:
  - Date
  - Last Name
  - Amount
  - Assigned Date, etc.

CUSTOM SEARCH FILTERS

- Click **+Create New Filter** at the bottom of the **Sort** list.
- Enter **Filter Name.**
- Add **Filter Type.**
- Click **Save.**

2. REVIEWING EXPENSE REPORTS VIA THE PREVIEW PANE

Click once on the report to open its preview pane on the ride side of screen.

- **Submit Compliance** warnings will appear at the top. If the report has any line item **Compliance Warnings,** you will need to open the individual line items.
- **User Profile Card** – The person icon next to the **Report Owner's** name shows their title, email address, currency and who they report to.
- **See More** – Displays any roles this person performs.

Below the **Report Owner** you will see:

- **Submit Date –** Date the report was submitted.
- **Expense Report ID** – A 12-digit unique id.
- **Business Purpose** – Purpose of the trip**.**
- **Rule Description** – Reason for why you received this approval.
- **Financial Summary** – Breaks down the total expense by personal charges or organizational-paid expenses.
- **Expense Summary -** Shows all the line items on the report.
- **Account Summary** - Shows the allocations selected for each expense.
- **Comments** - Allows you to add a comment that will apply to the entire report.

3. APPROVING EXPENSE REPORTS

- Click on the **Approve** button at the top.
- The system will ask you to approve one more time. The report will now go to the next approval step.

4. RETURNING EXPENSE REPORTS

- Click on the **Return** button at the top.
  - A return comment is required.
  - If you click **Return** from the preview pane, you will be returning all the line items on that report to the expense owner.

☑ *The return comments section is a great opportunity to educate users on their organization's policies and procedures.*

5. REVIEWING EXPENSE REPORTS BEYOND THE PREVIEW PANE

Double click on the report in the **Approval Ribbon** or click the **Open** button in the **Preview Pane** to review individual line items.

- **PDF button** - Displays the PDF report for these expenses with varying levels of detail.
- **Tracking Button** - Shows where in the approval process the report is.
- **Ellipses** - Depending on how large your browser window is, the **Reassign** button may appear after the **Approve** button or it may be hidden behind in the ellipses.
- **Reassign** - Lets you move the report to another person's approval queue.
  - Once you have moved the approval, a best practice is to enter any notes about why you have reassigned the approval to them.

6. ADJUSTING LINE ITEMS ON EXPENSE REPORTS

- Open the **Expense Report**.
- Click on the line you are adjusting. You need to enter a note explaining what you adjusted and check the **Notify Expense Owner Checkbox**.
- When you click **Adjust,** there are three things you can change:
  - Approved Amount (can only adjust down)
  - Business Purpose
  - Allocation
    - If needed, you can also attach an image.
- Click **Save.**

7. RETURNING LINE ITEMS ON EXPENSE REPORTS

- Open the **Expense Report**.
- Click on the line you are returning.
- Click **Return**. You are required to enter a comment explaining why you are returning this line item.
- Click **Save.**

Please Note: *When you click* **Save***, the item is only marked as returned. The item returned only when the green* **Submit** *button is clicked.*

8. REVIEWING PRE-APPROVALS

The process is just like approving expense reports, though you cannot approve or return individual line items, only the entire pre-approval request.

- Click once on the **Pre-Approval** to open its preview pane on the ride side of screen.

- Click **Open**. On the **left** is the list of potential line items the expense owner expects to have. On the **right** are all the details of the pre-approval request.
  - **Comments Box** - If you want to add a comment, you can put one in the Comments box.
  - **Attachments section** - At the bottom of the page, the expense owner may have attached other types of supporting documentation on the pre-approval header.
- Click **Approve**.
  - If there is anything questionable about the request, you will need to click the **Return** button to send the entire **Pre-Approval** back to the expense owner. Explain any issues in the required **Return Comment** box, then click **Return** again to send back the pre-approval request.

9. APPROVING EXPENSE REPORTS AND PRE-APPROVALS VIA EMAIL

One of the convenient features of Chrome River is the ability to approve or return expenses and pre-approvals directly from the notification email you receive when you are assigned an approval—you do not even have to open the application. In the notification email, you can:

- Click the **Accept/Return** buttons.
- Enter **Comments** - These will show up under the **Comments** section on the **Expense Report**.
- Click on the **View Receipts** link to view the receipts.

The approval emails for pre-approvals look similar and have the same **Accept / Return** buttons with comments functionality. There is no **View Receipts** link on the pre-approval email.

OTHER RESOURCES

- **Live Customers** – Can submit a case to the **Help Desk.**
- **Implementation Customers** – Follow-up with their **Chrome River Project Manager** or see the **Chrome River Training Camp** website.

NEXT STEPS

After completing this training, here are some additional steps you can take:

- Download the Chrome River application (See Chrome River under the **MOBILE** section in the **Help Center**).
- Use the **Help Center** to find answers to any questions you come up with.

QUESTIONS

Write your questions down here for our **Support Team** or your **Customer Success Manager**.

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	