EXPENSE Training

Quick Start Guide

www.chromeriver.com

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Chrome River EXPENSE: Quick-Start Guide

This guide will give you the basics needed to hit the ground running with Chrome River EXPENSE. Detailed user guides are available in the Chrome River Help Center, accessible via the "Help" link in the upper right-hand corner of the application.

Launching and Logging in to the Chrome River Application

<<If your organization has SSO setup, replace the link and how they login with instructions that match your login process >>

Launch the Chrome River application from any web browser at the URL provided to you by your project manager (i.e. app.ca1.chromeriver.com, app.eu1.chromeriver.com). You must disable pop-up blockers for *chromeriver.com* in order to view and print PDF reports. Click the links below to access instructions for the most common web browsers.

- Internet Explorer (Internet Explorer 11 or newer is required)
- Chrome
- Safari

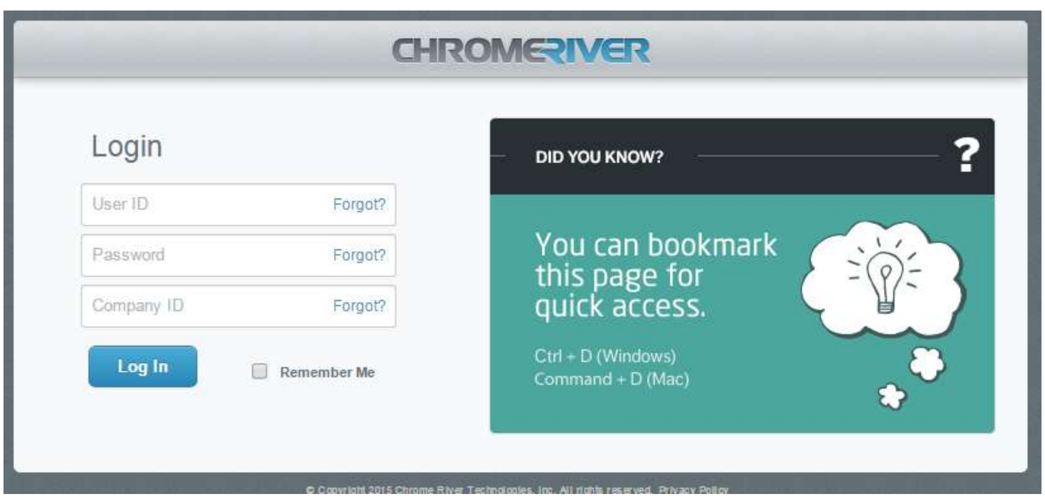
FIRST LOG IN

Click the 'Forgot' link and enter your login and Company ID. Chrome River will send you an email with a temporary password. You will have to complete the following tasks the first time you log in.

REGULAR LOG IN

Complete the Login Screen:

i. **User ID:** Your login code
ii. **Password:** Password chosen by you
iii. **Company ID:** <Insert your company id here>
iv. You will be prompted to set your own unique password.



CHROME RIVER MOBILE

Chrome River is an optional hybrid application that offers MERCURY customers an easier way to log in to the full Chrome River app using Single Sign-On (SSO) authentication or by enabling mobile biometrics like fingerprint and face identification. By downloading *Chrome River* to their mobile devices, users can easily create, submit, and approve expense reports and invoices on-the-go, approve transactions, upload receipts and much more.

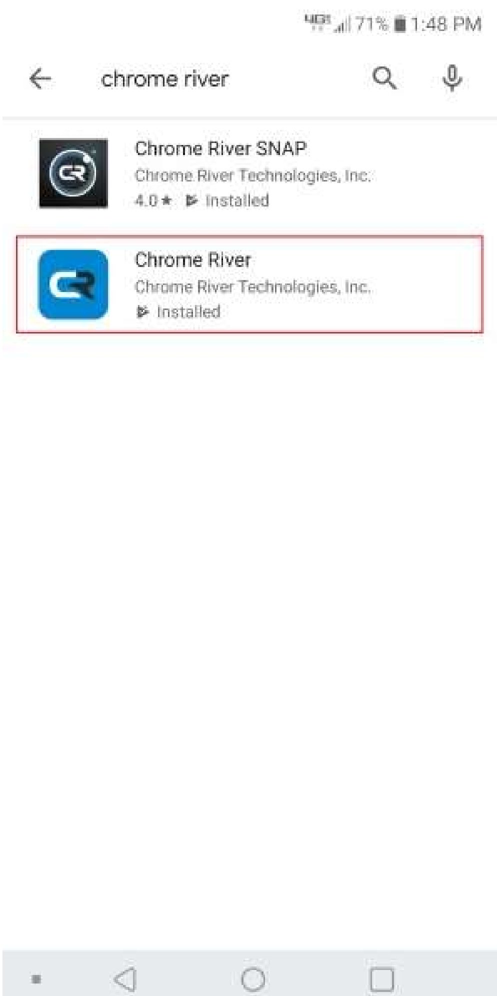
System Requirements

Chrome River is available for Apple iPhones running the latest iOS and for Android phones running Nougat and all newer versions of Android.

Download *Chrome River*

1. Open the Apple App Store or Google Play app and search for "Chrome River."

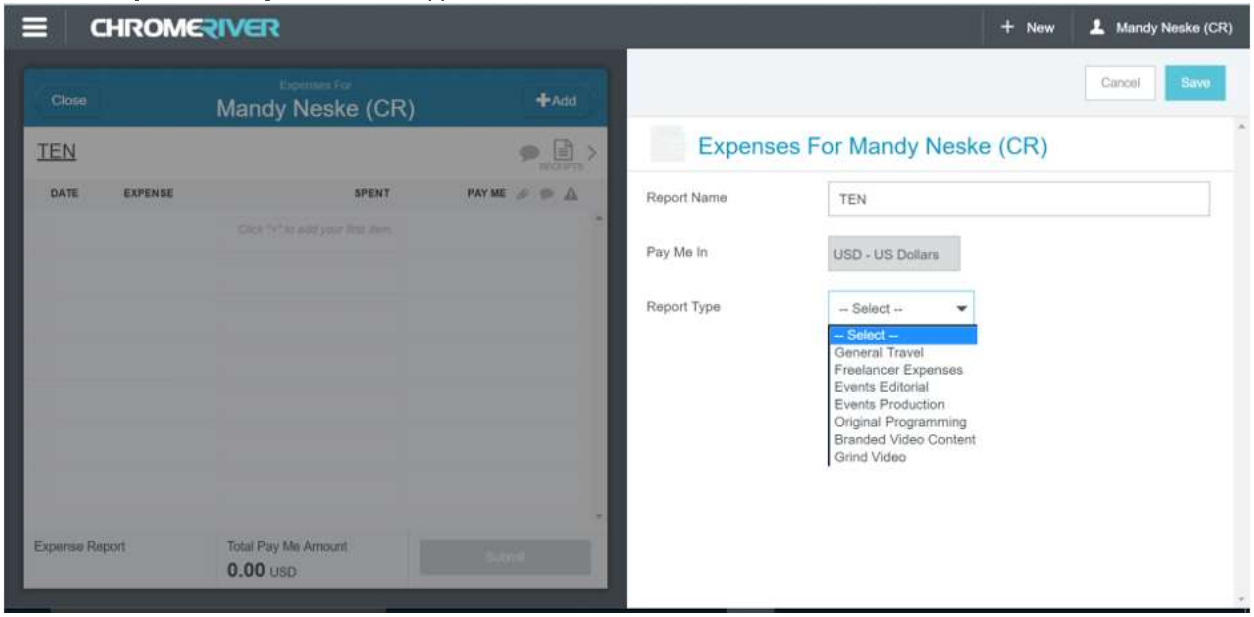
2. Click on the blue CR icon to download *Chrome River*.



Creating a New Expense Report

A new expense report can be created for each event, or events can be combined into a single report.

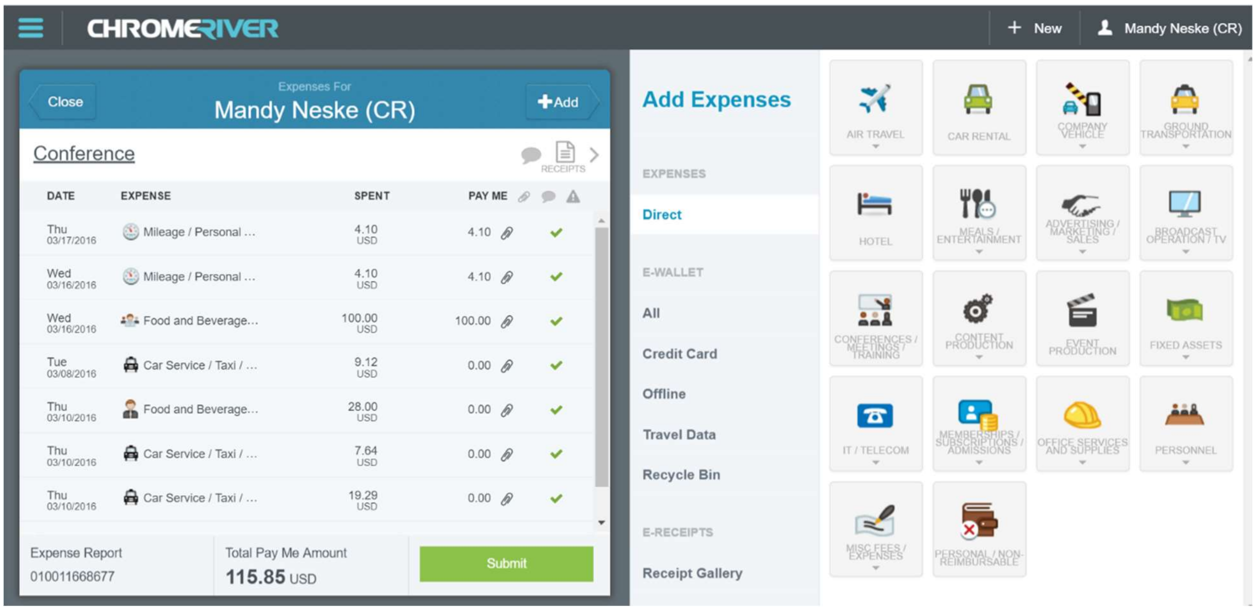
1. From the Home Dashboard or the Expense Dashboard, click the **NEW EXPENSE REPORT** button. The **Expense Entry Screen** will appear



   a. The Expense Header section stores all the basic information that applies to every expense listed on the report.
      i. Expense Owner
      ii. Report Name
      iii. Pay Me In

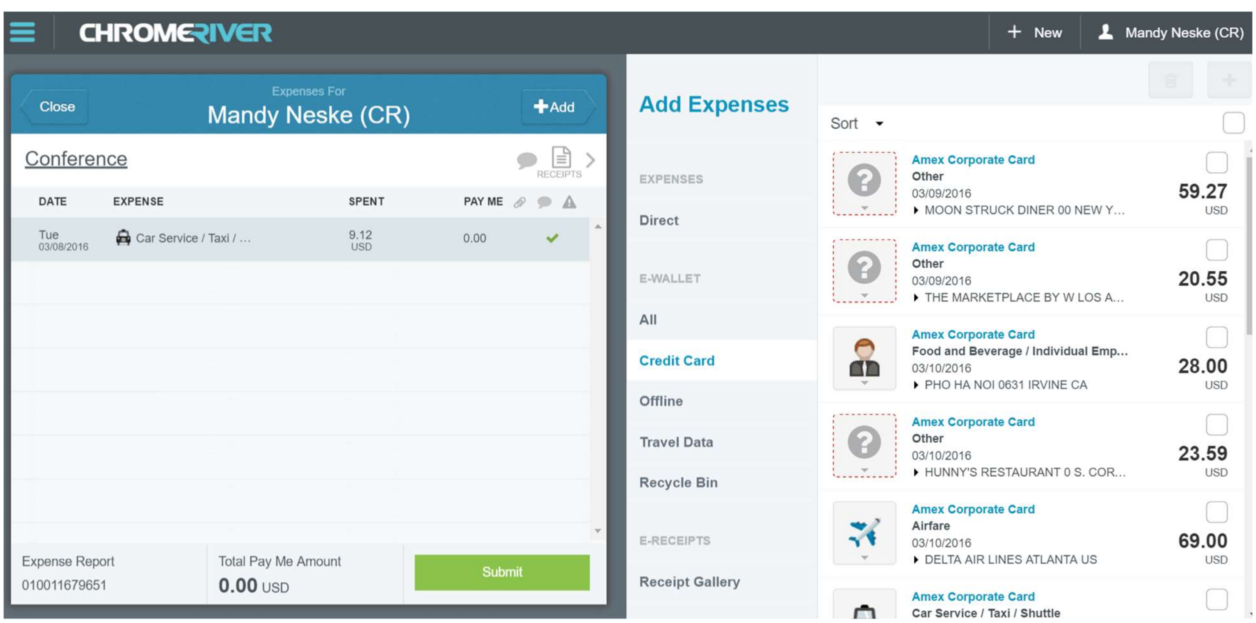
2. For your first expense, click on the Add button to show the menu options for adding expenses. There are three main options for adding expenses
   a. Direct - create a cash out of pocket transaction
   b. Credit Card - Transactions are loaded daily and are available to apply to your expense report
   c. Off Line - emailed items, receipt images & HTML emails
   d. Travel Data – travel transactions from your travel provider

DIRECT EXPENSES:
To add a direct expense, select the desired mosaic button. Buttons with arrows will display additional options. Once your selection has been made, complete the required fields. Once complete hit SAVE to add transaction.



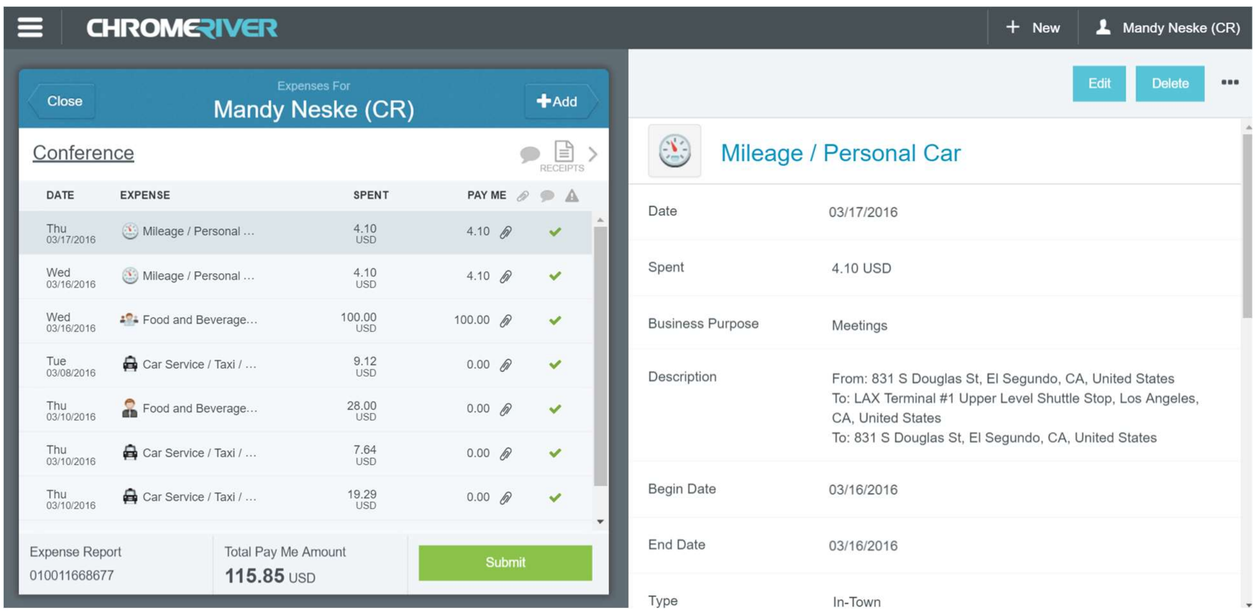
CREDIT CARD TRANSACTIONS:

To select a credit card transaction, click on the box above the dollar amount. You can select multiple transactions at once. To add the credit card transaction(s) to your report, simply hit the plus icon in the top right of your screen.



OFFLINE TRANSACTIONS:
These are cash receipts sent in using "Snap & Send", or HTML emails sent to <insert receipt email address here>. The transactions are treated as an out of pocket expense. Please see receipt section below for a detailed picture.

TRAVEL TRANSACTIONS:
Only add travel transactions if you have a matching credit card transaction or a receipt to match the out of pocket travel expense. If a receipt/credit card/ Egencia transaction do not auto merge (link together), you can manually merge the data together under the "ALL" section. It is recommended to sort ALL transactions by amount to quickly organize the transactions. To complete a merge, select the desired transactions. A blue merge button will appear. Hit the merge button to complete.



3. In the preview pane on the right side of the screen, you can see a summary of the expenses you have added and add notes, receipts and items to your expense report.

4. After the expenses have been added to the report, click **SUBMIT** if you are done or click **CLOSE** to be taken back to the Expense Dashboard.

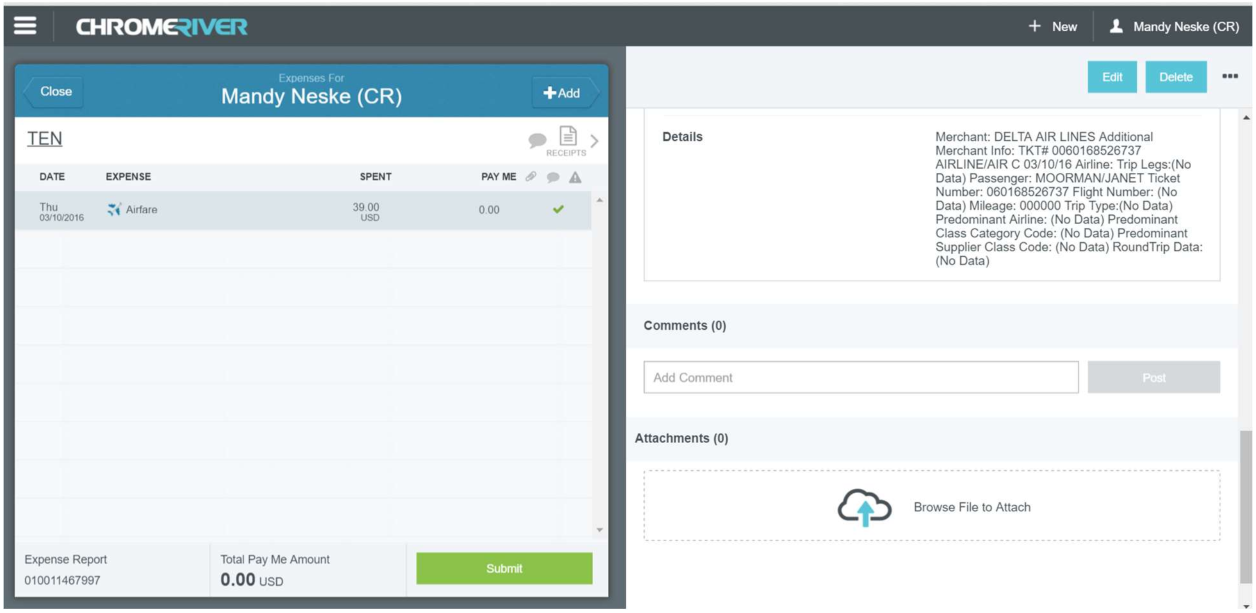
Attaching Receipt Images

Receipt images may be uploaded as a PDF, JPG, or GIF, emailed, or faxed to be immediately attached to your expense report.

UPLOAD PDF RECEIPTS

If you choose to upload PDF receipts, the maximum size for a single upload is 5 MB, and the combined size of all the PDF, JPG, or GIF uploaded must be 100 MB or less. **From Within the Expense Report:** On the Expense Entry Screen, click on the **RECEIPTS**. Click on **Browse File to Attach** to attach your images file(s). Once uploaded, you can drag & drop the receipts on to the desired expense item. This action will link the image to the line item.

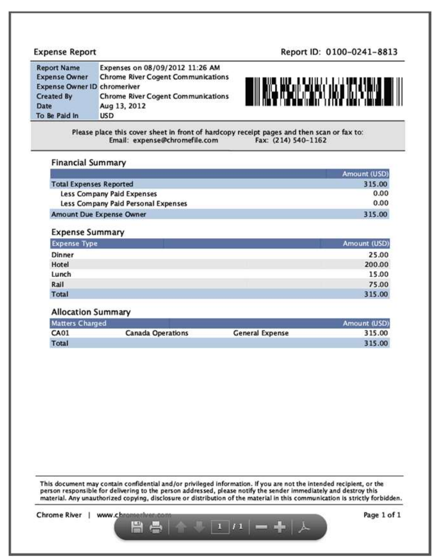
From the Expense type: Highlight the expense type to which you would like to attach receipts. Click **Browse File to Attach** to attach your images file(s).

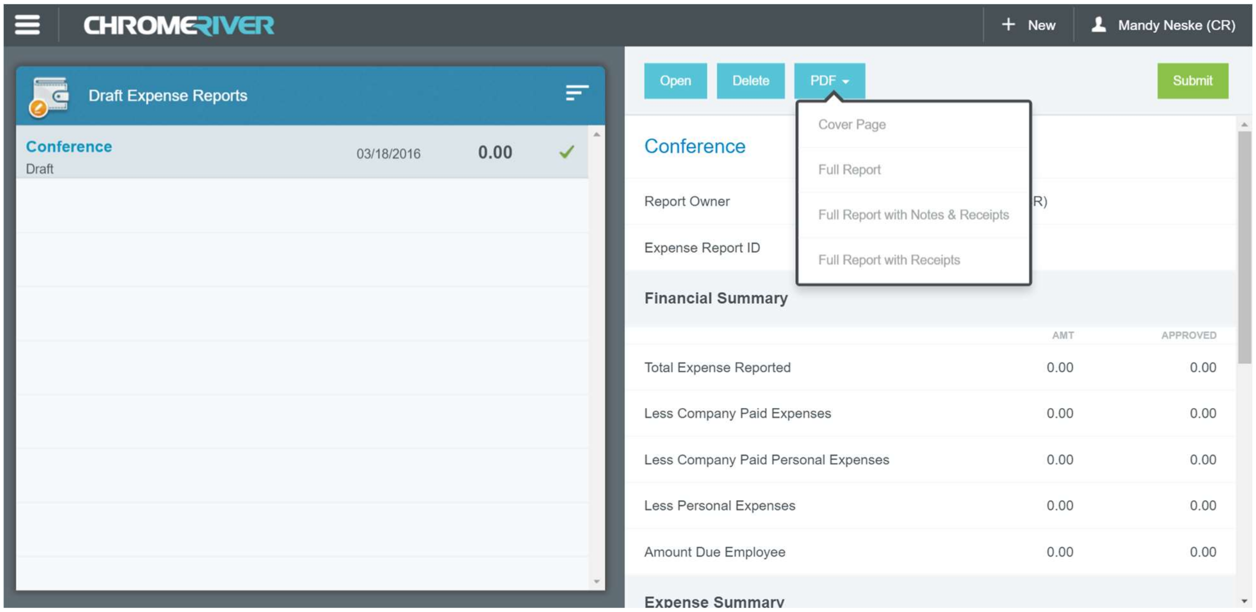


EMAIL OR FAX PDF RECEIPTS WITH COVER PAGE

Attaching receipt images by fax or email allows you to bypass the file-size limitation on images uploaded through the application. It is also the only way to submit images as TIFF files. Note that images must be grayscale, with a preferred resolution of 200 dpi, 300 dpi, or 150 dpi (in that order). Only PDFs and TIFFs can be accepted.

1. **From Draft Expenses**
   a. Highlight the draft expense report to which you would like to attach receipts. Click **PDF** in the navigation bar.
   b. Select **COVER PAGE** to generate a cover page with a unique expense ID barcode.
   c. Send the stacked cover page and receipt(s) to Chrome River by fax or by scanning and emailing them.
      i. Fax number: 214-540-1162
      ii. Email address: <insert receipt email address>
   d. You will receive an email confirmation message if the submission is successful or a detailed error message if it fails.

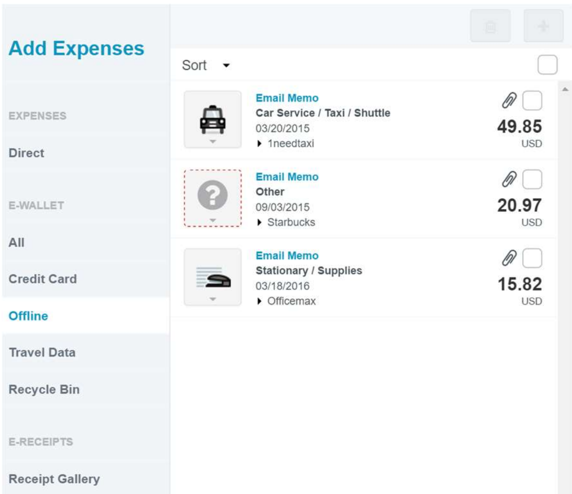


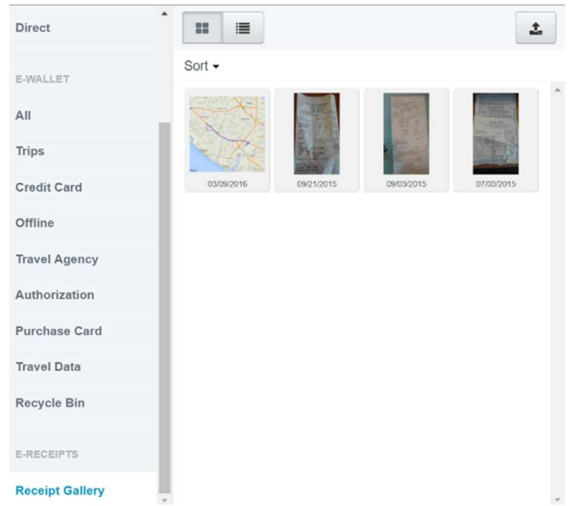


EMAIL MEMO RECEIPTS "SNAP & SEND"

Chrome River's Email Memo feature allows you to use your smartphone to create new expense items—with or without images—for later attachment to an expense report online. Receipts submitted this way must be JPGs of less than 5 MB.

1. Use your phone to take a photo of the receipt.
2. Draft a new message containing the following information.
    a. **To:** expensememo@chromefile.com
    b. **From:** your.name@your.company.com
    c. **Subject:** xx.xx [dollar amount] This is an optional field. You can leave blank and allow OCR to populate.
    d. **Body:** For [x] business purpose This is an optional field. You can add additional information for description if desired.
3. The "From" email address must be the one associated with your account in Chrome River EXPENSE online.
4. Attach the receipt photo.
5. Send the message to <insert receipt email address here>.
6. Once it is received, you will be able to view and attach the email memo in the Offline section or Receipt Gallery. If entering as Offline that will create a cash out of pocket transactions using the amount and Receipt Gallery will allow you to just add the receipt.





Submitting a Report

- To submit an open expense report, click **SUBMIT** in the lower right-hand corner of the Expense Entry Screen.
- To submit the expense report from the Draft Expenses List, highlight it in the grid on the Expense Dashboard. Click **SUBMIT** in the navigation bar.

After you click **SUBMIT**, you will be prompted to certify that the expenses are correct and for legitimate business purposes.

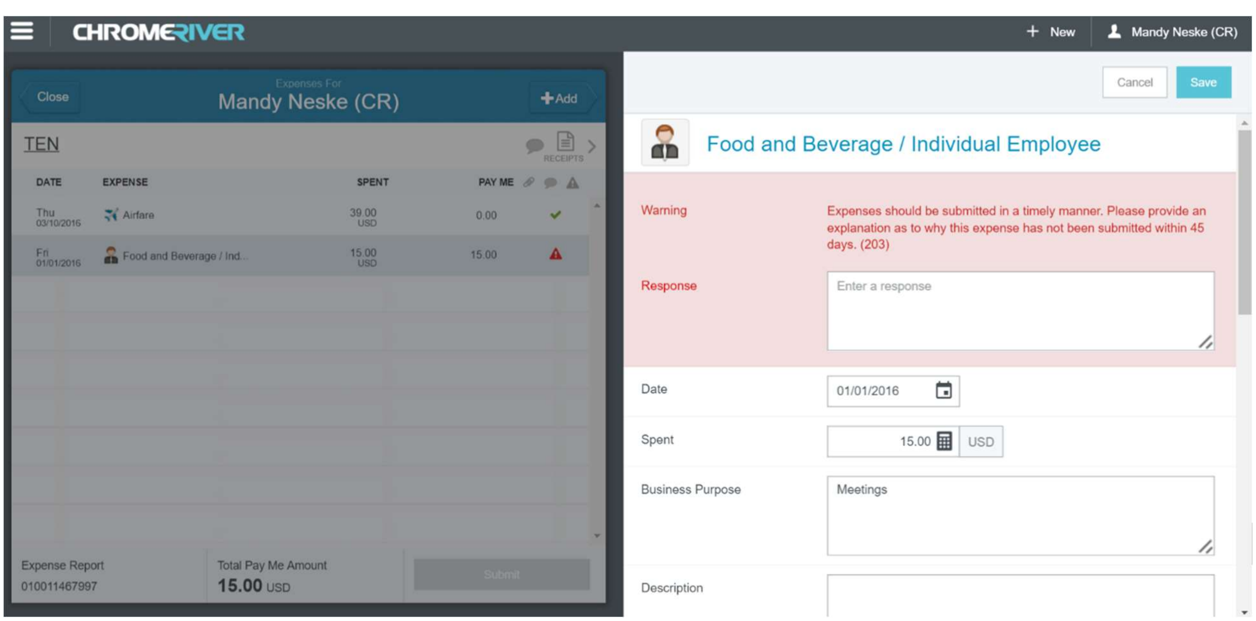
- Clicking **SUBMIT** again will send the report to the first step in the approval routing process.

POLICY COMPLIANCE WARNINGS & VIOLATIONS

A breach of policy will trigger a warning or violation message when you click SUBMIT.

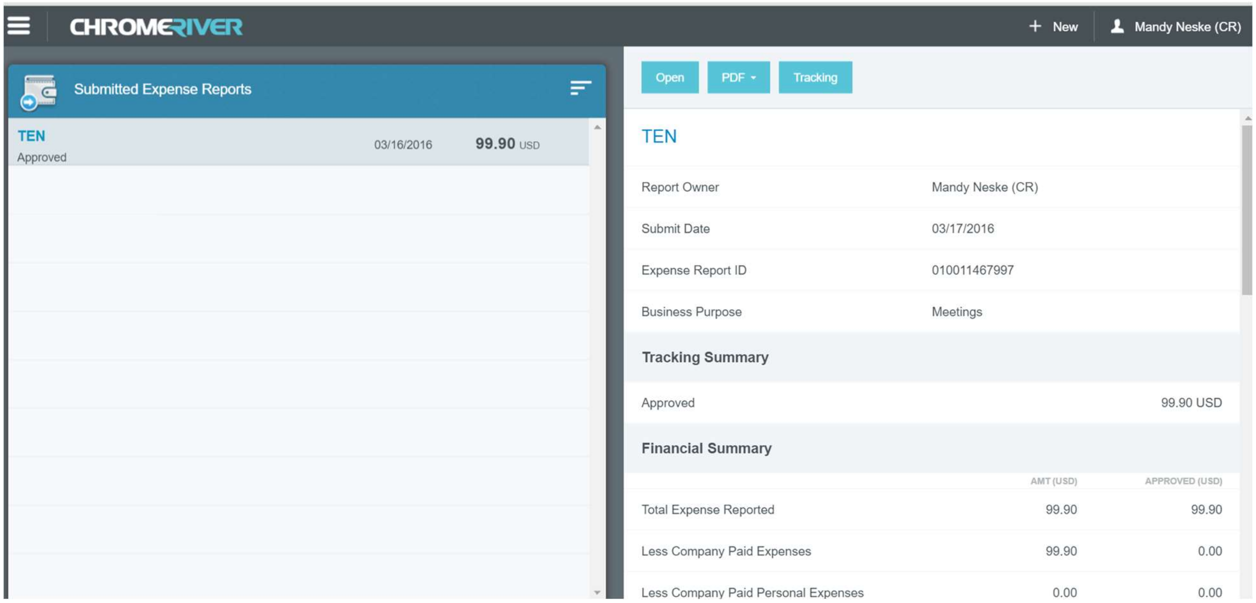
- A compliance **warning** indicates that additional information is required before the expense can be submitted for approval and processing. Click on the red warning symbol and either modify the data or enter a reply. Then click **SAVE** to proceed.

- A compliance **violation** indicates that the expense cannot be submitted for approval and payment based on the company's policies as defined in the system. Click **CANCEL** on the Submit screen, make any required changes, and select **CLOSE** or **SUBMIT** again.



Report Tracking

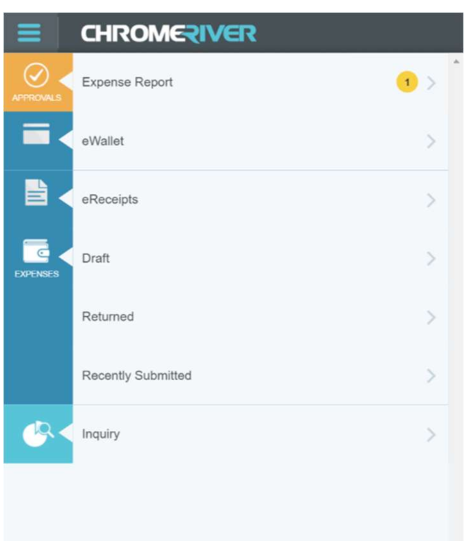
Once the expense report has been submitted, it will appear in the Submitted Expense Reports list. From here, you can track its progress through the approval routing process by highlighting the report and clicking **TRACKING**.



Inquiry Reports

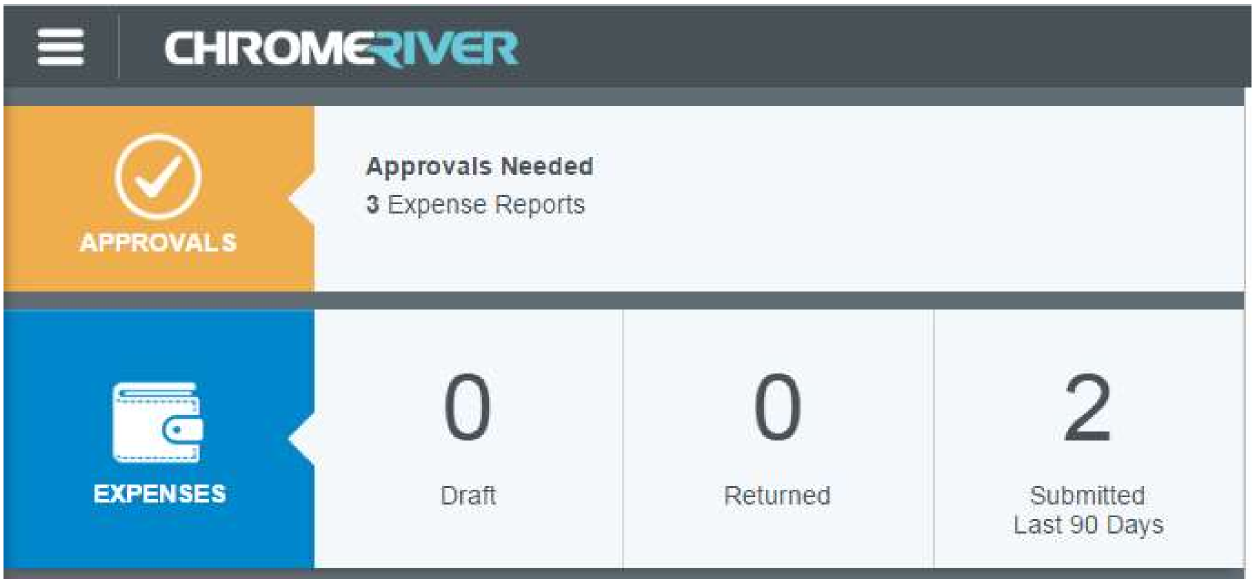
The Inquiry Dashboard allows you to create reports and perform quick inquiries on all your activity by category: expense reports, expense items, delegates, calendar, credit card items, firm-paid items, approvals and paid expenses.

1. Click on **INQUIRY** from any Dashboard.
2. Under the Reports tab, select the report you would like to generate.
3. Select the criteria for the report



Expense Approval

If you are part of the approval process, Chrome River EXPENSE makes this very important task easy by allowing you to approve expenses online, by email, or via the mobile app. The first two methods are covered below; mobile app approval will be covered in the Mobile Expenses section.



APPROVE ONLINE

1. Log in to Chrome River EXPENSE and navigate to the Approval Dashboard.

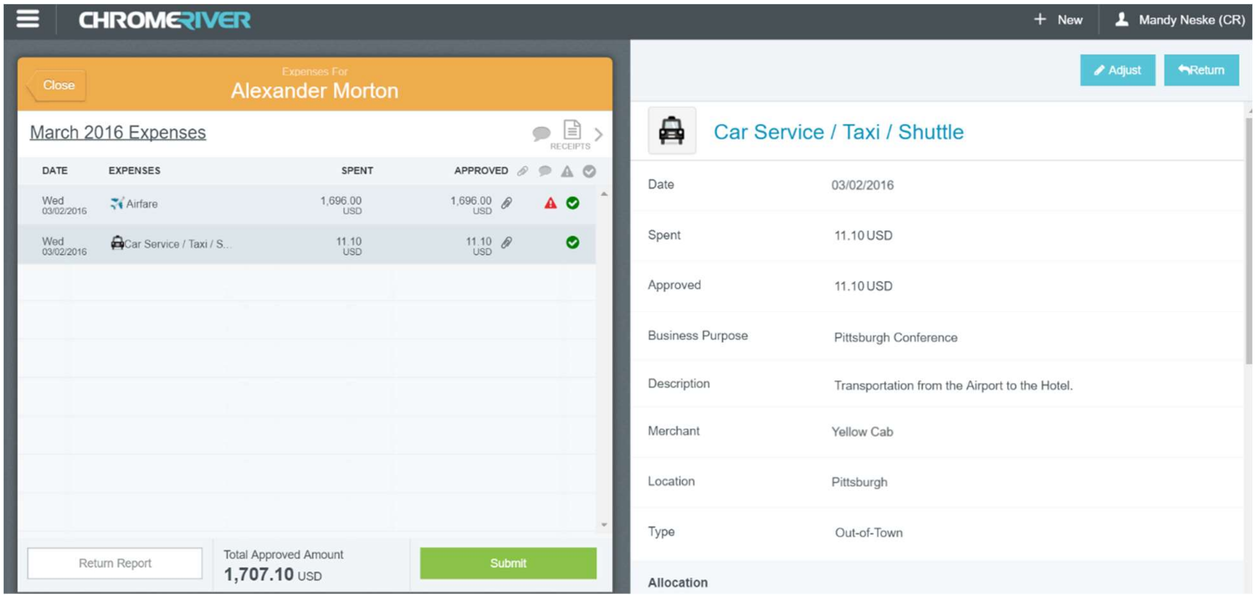
2. The Approval screen shows all the reports waiting for your approval. Highlight an expense report and click **OPEN** to review it.

3. The Expense Approval Screen lists each line item that requires your approval on the left and provides expense details, notes and receipt images on the right.

4. You can review, adjust, or return each line item individually by highlighting it in the list.

    a. Clicking **ADJUST** will open the expense item so that you can change the approved amount, business purpose, and/or cost center. You may also add a note.

    b. Clicking **RETURN** will send the expense item back to the expense owner.



5. When you have finished reviewing the expense, click **SUBMIT** to pass the approved expense line items on.
6. Clicking **RETURN REPORT** will send the entire expense report back to its owner. You will be required to provide an explanation and click **SUBMIT** again.

APPROVE OR RETURN BY EMAIL

Chrome River will email you expenses that require your approval. You can only approve all or return all with notes via this method—any line item adjustments must be made in Chrome River online.

- Forwarding the email to approve@chromefile.com is equivalent to clicking **SUBMIT** in Chrome River EXPENSE online.
- Forwarding the email to return@chromefile.com is equivalent to clicking **RETURN ALL** in Chrome River EXPENSE online.

If you receive approval emails in HTML format, you can approve or return expenses by clicking the green **ACCEPT** button or the red **RETURN** button in the email itself.