



Reconciling Prepaid Travel Expenses

Air and hotel reservations booked via a [designated travel agency](#) (DTA) like [Egencia](#) are paid with an IU credit card, known as a Ghost Card, tied to IU’s clearing account. Once the purchase clears IU’s clearing account, a record of this purchase appears in the traveler’s Chrome River eWallet. The cost of the expense must be allocated to an IU departmental account by a process called reconciliation in Chrome River.

Reconciliation is a process by which IU travelers or their arrangers document and substantiate the actual expenses incurred on IU accounts after booking. If travel was requested on a Trip Authorization (TA), there may be discrepancies between the requested travel and the booked travel. Reconciling these expenses allows the report creator to substantiate these differences for approval.

Prepaid expenses should be reconciled as soon as they are available in the eWallet. This can occur before the trip occurs. **Reconciliation must be completed within 120 days of the purchase date to avoid tax implications to the traveler.**

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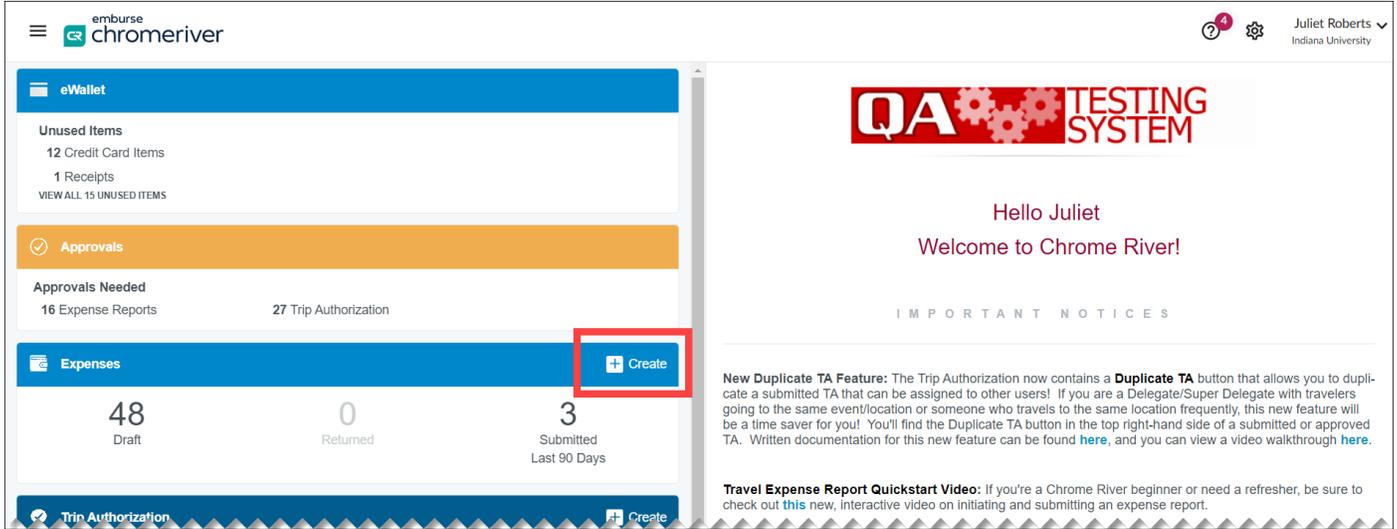
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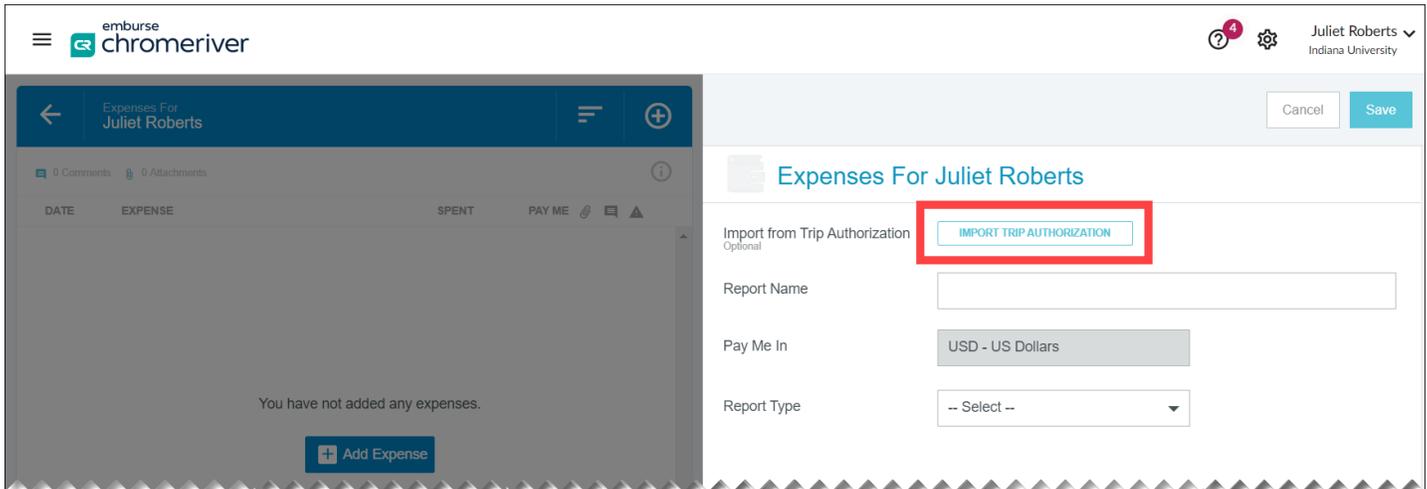
Import a Trip Authorization (TA) Report to an Expense Report

If a [Trip Authorization \(TA\) is required for your trip](#), and prepaid travel expenses are available in your eWallet, import the **approved** Trip Authorization report details to an expense report. This auto-populates many of the required fields on the expense report, including the specific expenses estimated on the TA. If TA is not required, skip this section.

First, initiate a new expense report. Click **+ Create** on the Expenses ribbon.



Click **Import Trip Authorization**.



On the next screen, click the drop-down menu titled **Select a Trip Authorization report**. A list containing your **approved** TAs opens. Click on the Trip Authorization report you wish to import to your expense report. Details from the TA report will populate in the right-hand window. Click **Import**.



Import Trip Authorization

JULCROBE Tampa 11/7-11/11

REPORT NAME	ORIGINAL AMT	REMAINING
JULCROBE Tampa 11/7-11/11	1,594.50USD	330.10USD

From Date: 11/07/2022
To Date: 11/11/2022

Expense Summary

	REMAINING (USD)	SPENT (USD)
Airfare	0.00	0.00
Conference Registration	300.00	0.00
Hotel	460.00	0.00
Mileage	59.00	0.00

Import

Chrome River requires two additional fields to be completed. Scroll down and answer the **COVID-19 Related Cost** question.

A COVID-19 Related Cost is any expense made necessary by the pandemic and which would not have occurred otherwise. For travel, these are primarily canceled trip costs and medical/humanitarian missions, COVID-preparedness/inspections, educators training schools on eLearning, etc. Marking **Yes** for the **COVID-19 related cost** question opens a **Description** field. In the **Description** field, explain the COVID-19 related cost.

In the **Business Purpose** field, explain how the trip serves IU’s mission. **Do not use acronyms in this field.** Examples of Business Purposes:

- “Representing IU at National Association of Education Procurement (NAEP) annual conference,”
- “Attending Talent Development training conference”

When finished, click **Save** in the upper right corner.

Save

Report Type: Employee Travel

COVID-19 related cost included?: No

Does this report contain costs and/or credits, such as transportation or accommodations and/or supplies and services associated with COVID-19 preparedness?

Travel Type: Domestic

Trip Start Date: 11/07/2022

Trip End Date: 11/11/2022

Business Purpose: Association of Talent Development (ATD) training conference

Enter trip destination

City / State / Zip: Tampa, FL - 33602

Does trip include personal time?

Trip Authorization Report Applied



All trip information from the TA report imports onto the new expense report automatically. Imported expense lines can be edited or deleted after they appear on the expense report.

Reconciliation and reimbursement are two separate processes. Best practice is to reconcile and reimburse on **separate** expense reports. This allows for more streamlined review and approval.

Delete any expense lines that you are not presently reconciling, for instance, any expenses you'll be reimbursing after the trip. Deleted expense lines will remain on the TA report for future use, and the TA can be imported as many times as needed until all available TA funds are used up.

Click on any expense line(s) and click **Delete** in the upper right corner until only IU prepaid expenses remain. In this example, we're deleting a taxi expense and per diem expenses that will be reimbursed later.

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Expenses For Juliet Roberts

JULCROBE Tampa 11/7-11/11

DATE	EXPENSE	SPENT	PAY ME	
Mon 11/07/2022	Meals - Per Diem	51.75 USD	51.75	▲
Tue 11/08/2022	Meals - Per Diem	69.00 USD	69.00	▲
Wed 11/09/2022	Meals - Per Diem	69.00 USD	69.00	▲
Thu 11/10/2022	Meals - Per Diem	69.00 USD	69.00	▲
Fri 11/11/2022	Taxi / Shuttle	125.00 USD	125.00	▲
Fri 11/11/2022	Meals - Per Diem	51.75 USD	51.75	▲

Delete

Taxi / Shuttle

Data entry validation. #PX01
This line item could not be processed automatically. Please review the expense and complete the data entry.

Date: 11/11/2022
Spent: 125.00 USD
Description: estimate for Ubers/Lyfts to/from conference hotel

When the reimbursable expenses are removed, your report might only have a few expense lines on it. This is normal.

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Expenses For Juliet Roberts

JULCROBE Tampa 11/7-11/11

DATE	EXPENSE	SPENT	PAY ME	
Fri 11/11/2022	Lodging Room Rate Plus Taxe...	460.00 USD	460.00	▲
Fri 11/11/2022	Airfare	300.00 USD	300.00	▲

Delete

Lodging Room Rate Plus Taxes/Fees

Data entry validation. #PX01
This line item could not be processed automatically. Please review the expense and complete the data entry.

Date: 11/11/2022
Spent: 460.00 USD
Check In Date:
Check Out Date:
Nights: 0
Hotel: -- Select --

Expense Report: QA0059287842
Total Pay Me Amount: **760.00** USD
Submit

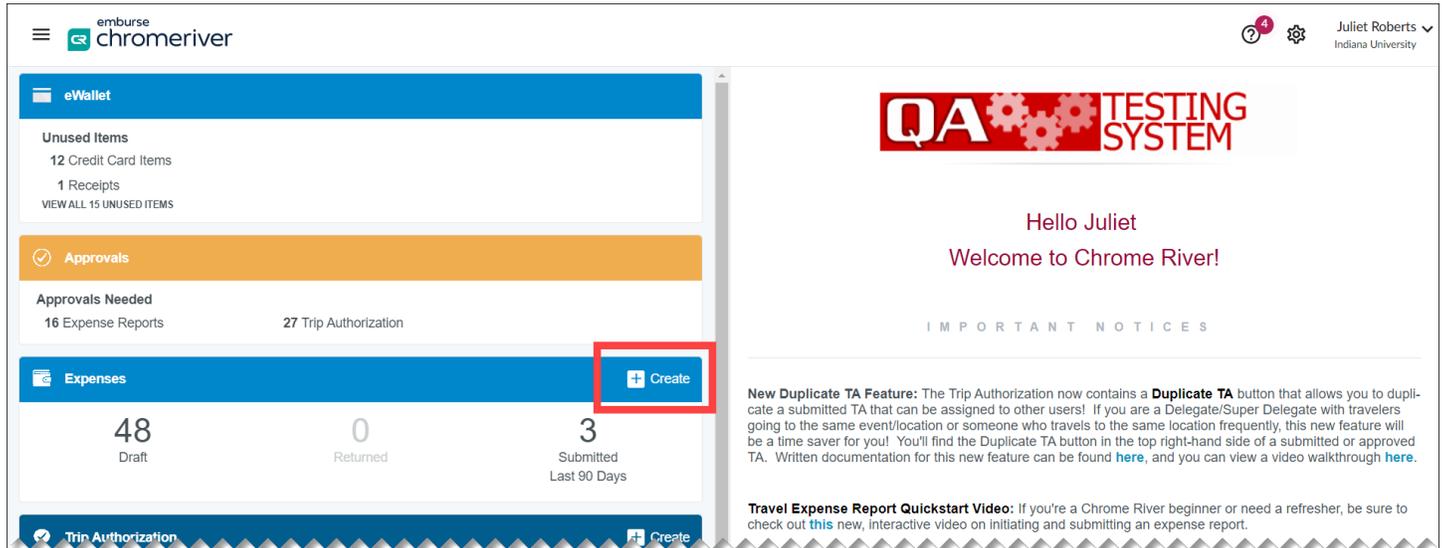
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[Jump to the Reconcile Prepaid Travel Expenses](#) section for next steps.

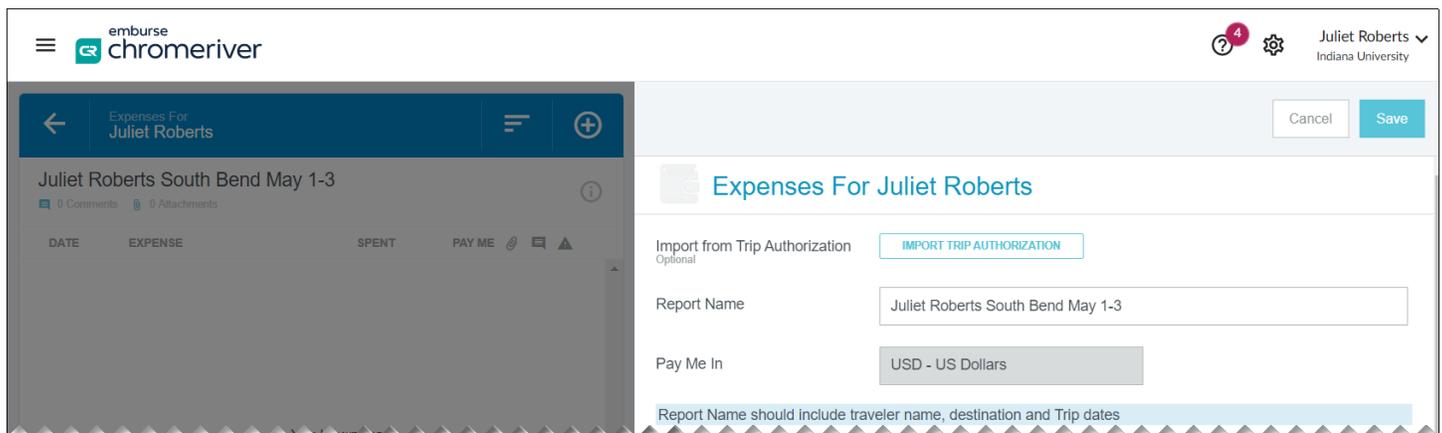


Create an Expense Report with no TA

If trip authorization is **not** required for your trip, create a new expense report. Click **+ Create** on the Expenses ribbon on your Chrome River dashboard.



Next, you'll be prompted to fill out the header level information of the report. This is information that applies to the entire trip. Give your report a **Report Name** that explains your trip at a glance. Best practice is to include the traveler's name or username, dates, and location of trip. In this example, we've entered Juliet Roberts South Bend May 1-3.



In the **Report Type** dropdown, indicate what type of traveler the report is for: Employee, Nonemployee/Nonstudent, Student, Student Group, or Recruiting Travel. Answer the **COVID-19 related cost** question with a yes or a no.

A COVID-19 Related Cost is any expense made necessary by the pandemic and which would not have occurred otherwise. For travel, these are primarily canceled trip costs and medical/humanitarian missions, COVID-preparedness/inspections, educators training schools on eLearning, etc. Marking **Yes** for the **COVID-19 related cost** question opens a **Description** field. In the **Description** field, explain the COVID-19 related cost.

Under the **Travel Type** dropdown, indicate whether the destination of the trip was In State, Domestic, or International.

In the **Business Purpose** field, explain how the trip serves IU's mission. **Do not use acronyms in this field.** Examples of Business Purposes:

- "Representing IU at National Association of Education Procurement (NAEP) annual conference"
- "Attending Talent Development training conference"



When all required fields are filled, click **Save** in the upper right corner.

Reconcile Prepaid Travel Expenses

On the next screen, if the “Add Expenses” menu is not already open, click the **encircled white plus sign** button. Click **Credit Card** to locate the prepaid expenses in your eWallet. A list of your IU prepaid credit card items appears on the right.

Lodging

In this example, we’ll reconcile a lodging expense that was purchased in Egencia.

Locate the expense to reconcile in the **Credit Card** section of your eWallet. If you are reconciling an expense with an imported expense from a Trip Authorization, **click and drag the expense** from the right window to hover over the



matching imported expense line in the left window until the line turns blue and **Attach to Line Item** appears. Release the mouse to drop the expense on this line.

The screenshot shows the 'Add Expenses' page in the emburse chromeriver system. On the left, a report header for 'JULCROBE Tampa 11/7-11/11' is visible. A table below it has columns for DATE, EXPENSE, SPENT, and PAY ME. A red box highlights the 'Attach to Line Item' button and the expense details for 'US Bank Prepaid Travel' with a value of 300.00 USD. On the right, a list of expenses is shown, with a red box highlighting the 'US Bank Prepaid Travel' expense for 'Lodging Room Rate Plus Taxes/Fees' valued at 557.50 USD. A dashed red arrow points from this expense to the 'Attach to Line Item' button.

If there is no TA report, **click and drag the expense** from the right window to the header of the report in the left window until the **Create New Line Item** appears in blue. Release the expense over this header.

The screenshot shows the 'Add Expenses' page in the emburse chromeriver system. On the left, a report header for 'Juliet Roberts South Bend May 1-3' is visible. A table below it has columns for DATE, EXPENSE, and SPENT. A red box highlights the 'Create New Line Item' button and the expense details for 'US Bank Prepaid Travel' with a value of 300.00 USD. On the right, a list of expenses is shown, with a red box highlighting the 'US Bank Prepaid Travel' expense for 'Lodging Room Rate Plus Taxes/Fees' valued at 610.29 USD. A dashed red arrow points from this expense to the 'Create New Line Item' button.

A data entry validation warning appears at the top of the next page. To clear this, answer the required fields. Click **'Save'** in the upper right corner to highlight required fields in red. These fields must be manually filled with information.

Enter the **check-in** and **check-out** dates of your stay. Select the hotel name from the **Hotel** dropdown list and enter the **city and state** of the lodging.

Allocation: in this field, enter your department's 7 digit account number, and sub-account, if using. You can add multiple accounts by clicking **Add Allocation**. Amounts can be split by dollar amount **or** by percentage. If you're unsure what account to use, ask your Fiscal Officer or business office.

Optional attachments and reference details that your department may require can be added at the bottom. Click **Save** in the upper right corner when finished adding details.



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Juliet Roberts South Bend May 1-3

Click 'Save' in the upper right corner to highlight required fields in red. These fields must be manually filled with information.

Optional attachments and details can be added at the bottom

Lodging Room Rate Plus Taxes/Fees

Date: 05/01/2023

Spent: 610.29 USD

Check In Date: Panel is required

Check Out Date: Panel is required

Nights: 0

Hotel: -- Select -- Panel is required

City / State: Panel is required

Allocation - Select department account

Search for Allocation

Please select an allocation.

Add Allocation Presets CREATE PRESET

Project Code: -- Select --

Organization Reference Id

Downloaded Details

US Bank Prepaid Travel

Attachments (0)

Drag image here to upload Add Attachments

Expense Report: QA0059287909

Total Pay Me Amount: 0.00 USD

Submit

After clicking **Save**, you should see a green checkmark next to the expense in the left-hand window. Because the expense was prepaid by IU and not paid by the traveler, the **Pay Me Amount** for this expense should total \$0.00 (zero dollars). When reconciling prepaid expenses, the total should always be \$0.00. This indicates the expense was entered correctly.

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Expenses For Juliet Roberts

Juliet Roberts South Bend May 1-3

DATE EXPENSE SPENT PAY ME

Mon 05/01/2023	Lodging Room Rate Plus Taxes/Fees	610.29 USD	0.00 ✓
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Expense Report: QA0059287909

Total Pay Me Amount: 0.00 USD

Submit

Lodging Room Rate Plus Taxes/Fees

Date: 05/01/2023

Spent: 610.29 USD

Check In Date: 05/01/2023

Allocation - Select department account

1915000-44540 UA-

1 of 1

If finished adding expenses, click **Submit** to [submit your report](#).



Airfare

In this example, we will reconcile an airfare reservation purchased in Egencia, but this process also applies to airfare purchased with a Designated Travel Agency.

If you are reconciling an imported airfare expense from a Trip Authorization, **click and drag the expense** from the **Credit Card** section of your eWallet in the right window to the **matching imported expense line** in the left window until the line turns blue and **Attach to Line Item** appears. Release the mouse to drop the expense on this line.

The screenshot shows the 'Add Expenses' screen in the emburse chromeriver system. On the left, a table lists existing line items. The second line item, dated 01/07/2020, is highlighted in blue and labeled 'Attach to Line Item'. On the right, the 'eWallet' section shows a list of expenses under the 'Credit Card' category. One expense, dated 10/04/2021, is highlighted in blue and labeled 'Attach to Line Item'. A red dashed arrow indicates the drag-and-drop action from the right window to the left window.

DATE	EXPENSE	SPENT	PAY ME
Tue 01/07/2020	Lodging Room Rate Plus Taxes/Fees	423.22 USD	0.00
	Attach to Line Item		

DATE	EXPENSE	AMOUNT
10/01/2021	US Bank Prepaid Travel Taxi / Shuttle	144.90 USD
10/01/2021	US Bank Prepaid Travel Taxi / Shuttle	144.90 USD
10/01/2021	US Bank Prepaid Travel Taxi / Shuttle	144.90 USD
10/04/2021	Attach to Line Item	
10/04/2021	US Bank Prepaid Travel Lodging Room Rate Plus Taxes/Fees	133.00 USD
10/04/2021	US Bank Prepaid Travel Lodging Room Rate Plus Taxes/Fees	151.91 USD
10/04/2021	Attach to Line Item	
10/05/2021	US Bank Prepaid Travel Lodging Room Rate Plus Taxes/Fees	236.48 USD

If there is no TA report, **click and drag the expense** from the right window to the header of the report in the left window until the **Create New Line Item** appears in blue. Release the expense over this header.

The screenshot shows the 'Add Expenses' screen in the emburse chromeriver system. On the left, the header of the report is highlighted in blue and labeled 'Create New Line Item'. On the right, the 'eWallet' section shows a list of expenses under the 'Credit Card' category. One expense, dated 01/05/2020, is highlighted in blue and labeled 'Create New Line Item'. A red dashed arrow indicates the drag-and-drop action from the right window to the left window.

DATE	EXPENSE	SPENT	PAY ME
	Create New Line Item		

DATE	EXPENSE	AMOUNT
01/05/2020	Create New Line Item	
01/05/2020	US Bank Prepaid Travel Taxi / Shuttle	98.00 USD
01/05/2020	US Bank Prepaid Travel Airfare	455.00 USD
01/08/2020	US Bank Prepaid Travel Airfare	144.90 USD

A data entry validation warning appears at the top of the next page. To clear this, answer the required fields. Click 'Save' in the upper right corner to highlight required fields in red. These fields must be manually filled with information.



Fill out additional details about the flight reservation, including **the trip dates, airline, class of fare, travel agency** and **departure airport**. Airports are listed in alphabetical order of the airport code. The airport code for Indianapolis International Airport is IND.

To find reservation details, contact the travel agency used to book the flight, or [log into Egencia and click Trips at the top of the page](#). All the necessary information is on the receipt.

Allocation: in this field, enter your department's 7 digit account number, and sub-account, if using. You can add multiple accounts by clicking **Add Allocation**. Amounts can be split by dollar amount **or** by percentage. If you're unsure what account to use, ask your Fiscal Officer or business office.

Optional attachments and reference details that your department may require can be added at the bottom. Click **Save** in the upper right corner when finished adding details.

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Expenses For Juliet Roberts

JULCROBE Tampa 11/7-11/11

DATE	EXPENSE	SPENT	PAY ME
Tue 11/07/2023	Lodging Room Rate Plus Taxes/Fees	423.22 USD	0.00
Fri 11/10/2023	Airfare	300.00 USD	300.00

Click 'Save' in the upper right corner to highlight required fields in red. These fields must be manually filled with information.

Optional attachments and details can be added at the bottom

Airfare

Data entry validation. #FX01
This line item could not be processed automatically. Please review the expense and complete the data entry.

Enter the transaction date

Date: 10/04/2021

Spent: 228.48 USD

Description: Optional

Depart Date: Please update the highlighted items

Return Date: Please update the highlighted items

Airline: -- Select -- Please update the highlighted items

Class of Fare: -- Select -- Please update the highlighted item

Agency: -- Select -- Please update the highlighted items

Departure Airport: Washington DC - National (DCA)

Allocation - Select department account

Search for Allocation

Please select an allocation.

Add Allocation Presets CREATE PRESET

Project Code: Optional -- Select --

Organization Reference Id: Optional

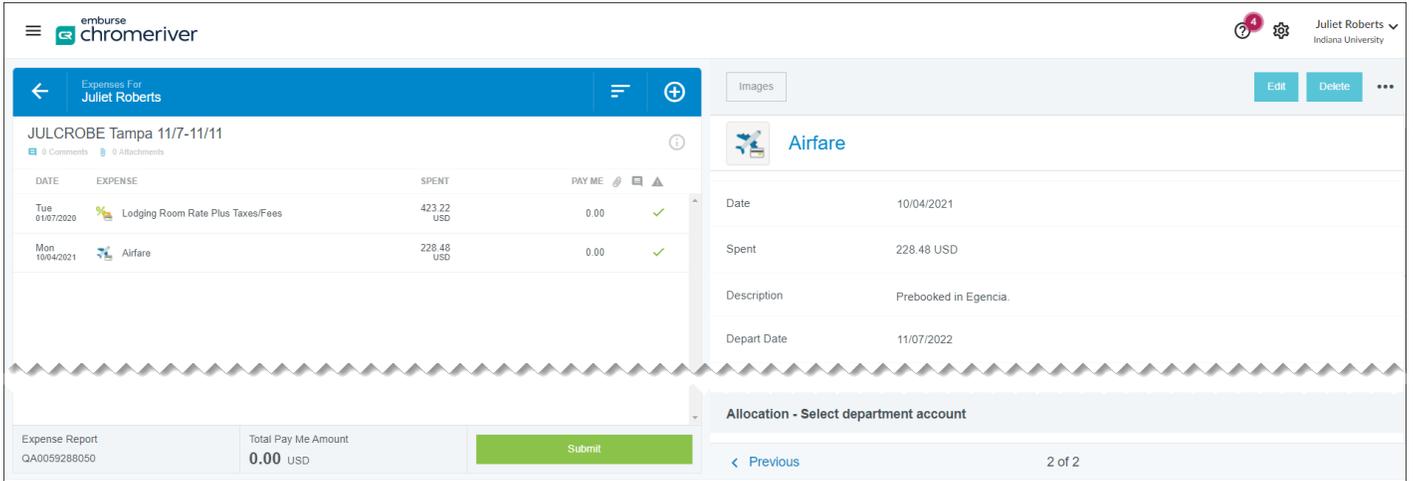
Downloaded Details

US Bank Prepaid Travel

Comments (0)

Expense Report QAC0092268050 Total Pay Me Amount 300.00 USD

After clicking **Save**, you should see a green checkmark next to the expense in the left-hand window. Because the expense was prepaid by IU and not paid by the traveler, the **Pay Me Amount** for this expense should total \$0.00 (zero dollars). When reconciling prepaid expenses, the total should always be \$0.00. This indicates the expense was entered correctly.



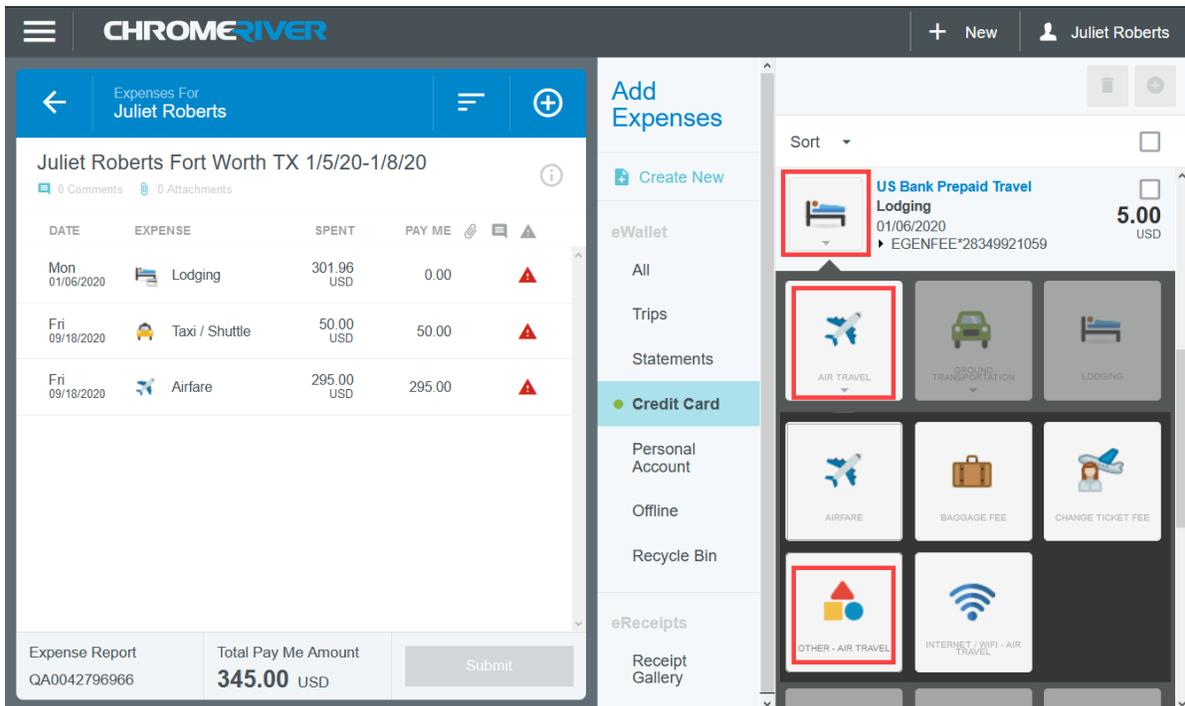
Proceed to the [next section](#) to reconcile the service fees associated with booking airfare via a DTA like Egencia.

Reconciling a Booking/Agent Service Fee

DTAs charge a variable service fee which may \$30+ depending on the services used and the complexity of the trip. All Egencia air reservations come with a \$6 booking fee. These agent fees appear in the expense owner’s eWallet and must be reconciled.

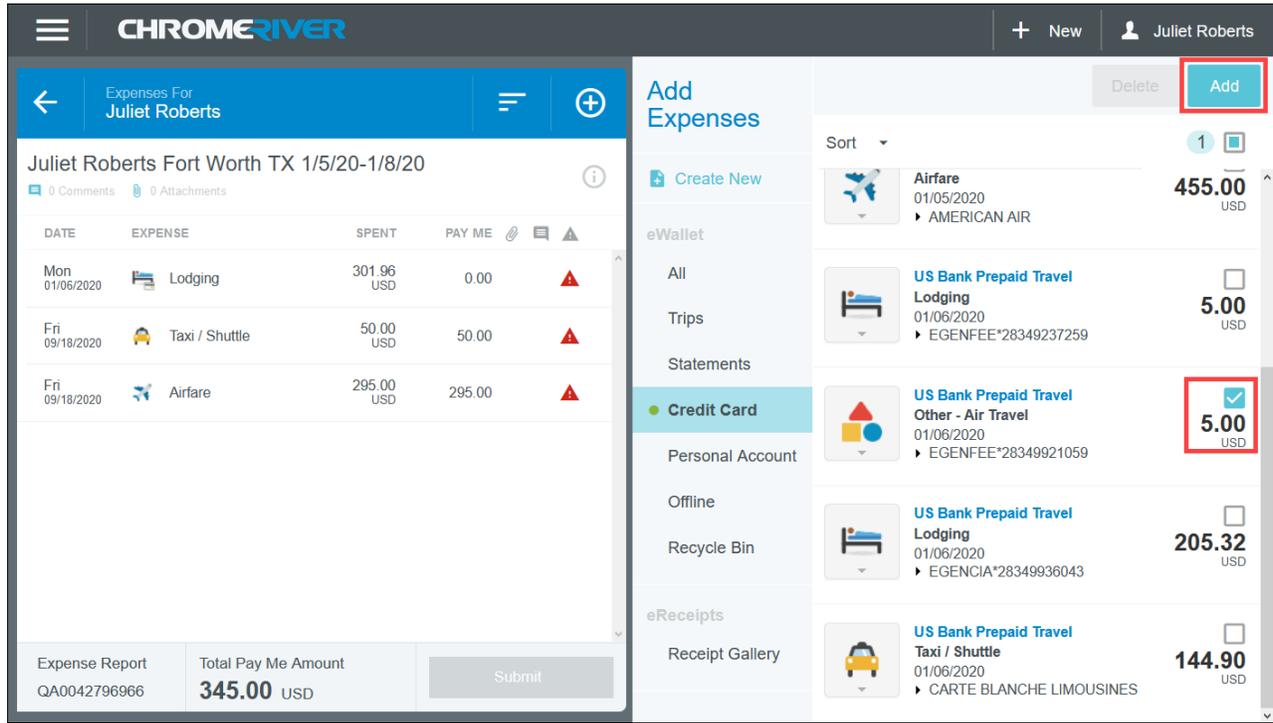
In this example, we’ll reconcile a \$6 Egencia air booking fee, although the screenshot displays a \$5 fee. This reflects an outdated price.

In the Credit Card section of the eWallet, locate the agent fee. Egencia air fees appear in the eWallet **incorrectly** as a lodging expense. Change the expense type by clicking the **small lodging expense icon** on the \$6 expense in your eWallet. An expense drawer containing expense tiles appears. Select the **Air Travel** expense. An expense drawer opens to show air travel related expenses. Select the **Other - Air Travel** expense tile showing a yellow square, red triangle, and blue circle.



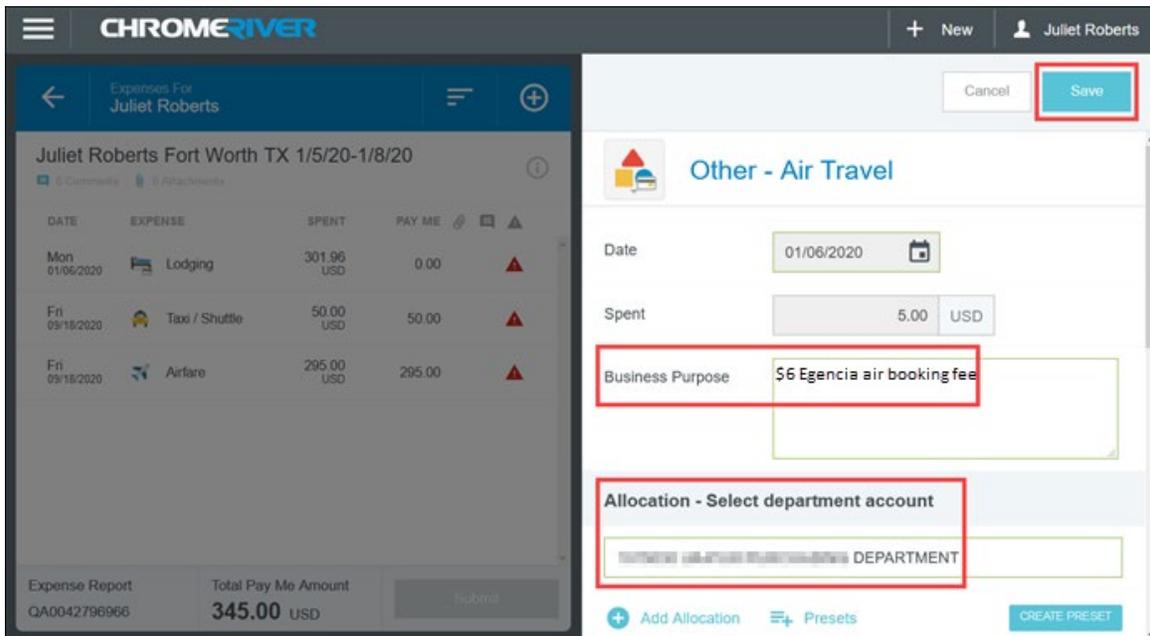


The expense icon changes to display a yellow square, red triangle, and blue circle. On the next screen, if you included the fee in a TA , drag and drop the expense to the corresponding TA expense on the left. If not, **check the box** in the upper right corner of the \$6 expense in your eWallet. Click **Add** in the upper right corner.



Chrome River prompts you to complete two required fields. In the **Business Purpose** field, enter “\$6 Egencia air booking fee.” In the **Allocation** field, enter your department’s 7 digit account number, and sub-account, if using. If you’re unsure what account to use, ask your Fiscal Officer or business office.

Click **Save** in the upper right corner.



The \$6 expense will move from the eWallet into the expense report on the left. A green check mark will display next to it and the “Pay Me Amount” should be \$0.00.



Resolving Discrepancies

If there is a discrepancy between a cost estimated on your TA and the actual expense in your eWallet, you can still **drag & drop** from the eWallet and reconcile as normal. However, best practice is to **log a comment** explaining the discrepancy.

In the example below, we estimated \$50 for Taxi/Shuttle on the PA, but, the prepaid reservation ended up costing \$98.

After reconciling the expense, document the discrepancy by scrolling to the bottom of the expense and logging a **Comment**. The following are examples of discrepancy explanations:

- Flight price increased between TA submission and approval
- Double queen bed rooms not available at time of booking; booked king bed instead
- Forgot to include expense in original TA

In this example, we've entered "Discrepancy: Accidentally estimated one-way (\$50) on TA. Forgot to include round trip. Expense now reflects round trip cost (\$98)." Attach any substantiation required by your department in the attachments section. Click **Post**, then **Save**.

The screenshot displays the CHROME RIVER mobile application interface. The top navigation bar includes a menu icon, the logo 'CHROME RIVER', and user information '+ New' and 'Juliet Roberts'. The main content area is divided into two sections. The left section, titled 'Expenses For Juliet Roberts', shows a list of expenses for 'Juliet Roberts Fort Worth TX 1/5/20 - 1/9/20'. The list includes:

DATE	EXPENSE	SPENT	PAY ME
Mon 09/21/2020	Taxi / Shuttle	50.00 USD	50.00
Mon 09/21/2020	Lodging	307.00 USD	0.00
Mon 09/21/2020	Airfare	455.00 USD	455.00

At the bottom of the left panel, there is a summary section: 'Expense Report QA0042831774', 'Total Pay Me Amount 505.00 USD', and a 'Submit' button. The right section is for adding a comment. It features a 'Comments (0)' section with a text input field containing the discrepancy explanation. A 'Post' button is highlighted with a red box. Above the comment field are 'Cancel' and 'Save' buttons, with the 'Save' button also highlighted with a red box. Below the comment field is an 'Attachments (0)' section with a 'Drag image here to upload' area and an 'Add Attachments' button.

The comment becomes part of the audit record for that expense. In the left-hand window, the **Spent** amount changes to reflect the new amount. The green checkmark indicates the expense is reconciled.



The discrepancy is documented, and the expense is reconciled. To reconcile more expenses, click the **white plus sign** at the top of the left-hand window.

Submitting the Expense Report

Repeat the **Drag and Drop** process until a green check mark appears next to all line items. The “Total Pay Me Amount” should be \$0.00 as shown below because all reconciled expenses were prepaid by IU.

If you imported expenses from a TA report, be sure you’ve deleted any expenses you’re not reconciling or reimbursing on this report. Deleted expense lines will remain on the TA report for future use, and the TA can be imported as many times as needed. Ensure all prepaid costs have been reconciled, and any out of pocket expenses are deleted until \$0.00 displays in the “Total Pay Me Amount.” Out of pocket expenses are reimbursed in a separate expense report after the trip.

When all items are reconciled, click **Submit**.



Expenses For Juliet Roberts

Juliet Roberts Fort Worth TX 1/5/20-1/8/20

DATE	EXPENSE	SPENT	PAY ME	STATUS
Mon 01/06/2020	Lodging	301.96 USD	0.00	✓
Tue 01/05/2021	Hotel - Lodging	289.55 USD	0.00	✓
Tue 01/05/2021	Hotel - Taxes / Fees	12.41 USD	0.00	✓
Sun 01/05/2020	Airfare	286.80 USD	0.00	✓

Expense Report: QA0042451885

Total Pay Me Amount: **0.00 USD**

Submit

Chrome River prompts you to confirm that all expenses are correct to the best of your knowledge and for legitimate business purposes. If this is true, click **Submit** again to submit the report.

Submit Confirmation

I hereby certify that all expenses listed here are true and correct to the best of my knowledge and are for legitimate business purposes.

Pre-Approval Applied: Juliet Roberts Fort Worth TX 1/5/20-1/8/20 [Remove]

Available Balance: 652.00 USD

Cancel **Submit**

Juliet Roberts Fort Worth TX 1/5/20-1/8/20

Report Owner: Juliet Roberts
Sr Train & Document Specialist - 0002465001