Guide to Claiming an Expense Reimbursement – FAQ's

1. How do I claim my travel expenses?

Create a "**New Expense**" or "**New Pre-Approval**" Report in Chrome River. Add your receipt images by using the "**Snap and Send**" feature on the **CR Snap app** by uploading them directly to your **EWallet Receipt Gallery** or take a photo of your receipts and **email** them to **receipts@ca1.chromeriver.com** .

Please remember to upload a copy of the **Conference Agenda or Itinerary**. A copy is required in order to verify the name and dates of the conference as well as the purchase of meals that aren't provided during the conference.

Please be careful to select the correct GL account when allocating your expenses.

After you have completed all of the required fields of your draft expense report, please remember to hit "**Submit**" in order to forward the claim for approval and processing.

After the claim has been submitted electronically, place the related receipts in an envelope, write your name and report ID on the front and send them to Accounts Payable for filing. This step is necessary until we receive approval from the CRA that we're no longer required to retain paper copies.

2. Who will approve my Expense Reimbursement Claim?

If you are requesting reimbursement from an **Operating** account (**10** or **20**), your expense claim will automatically route to your Manager/Supervisor. If you are requesting reimbursement from an operating account outside of your Manager or Supervisor's budget authority, your expense claim will route to the account budget holder for approval.

If you are requesting reimbursement from a **Trust** account (**45**), your expense claim will automatically route to the budget holder unless you are the budget holder, then your expense claim will route to your Supervisor for approval.

If you are requesting reimbursement from a **Research** account, your expense claim will automatically route to the budget holder unless you are the budget holder, then your claim will route to the VP Research for approval.

3. What steps do I need to take if the GL account number that I want to charge an expense to doesn't appear in the allocation list?

If the GL account number you would like to charge expenses to doesn't appear in the allocation list, please email: **accountspayable@trentu.ca** for **Operating** accounts and **researchfinance@trentu.ca** for **Trust** and **Research** accounts.

4. I tried to scan and send receipts from our Toshiba printer but they didn't end up in the eWallet. Is Chrome River not recognizing that the email address is from a printer? I do not experience any issues when I scan and send receipts from my phone.

The system requires emailed receipts to be sent from your primary email address, which is your **trentu.ca** email. If you would like to add another email address you can do so through Chrome River. Click on your name located in the top right-hand corner of the Dashboard and select "Settings." On the left-hand side of the screen select "Personal Settings" and click on the "Add Alternative Emails" button. Please note the alternative email address needs to be able to receive emails, because Chrome River will send a confirmation email to the alternate email address to confirm it is a valid address.

5. How do I submit an Expense Reimbursement Claim on behalf of someone not affiliated with Trent University?

To submit an expense claim on behalf of someone, you will need to tick the radio box on the first screen of a new expense report that indicates you "Need to pay someone not affiliated with Trent University." This applies to anyone (non-employees) not being paid through the Trent University VIP (Payroll/HR) system such as guest speakers, students, visitors, course reviewers, etc. If the name of the individual doesn't appear in the list, please email **accountspayable@trentu.ca** with the details of the individual (name and address). Once Accounts Payable creates a vendor file and adds them to Chrome River you will be able to select the individual from the drop-down list. Expenses will be recorded similar to claiming for yourself.

6. Are copies of receipts required if I am claiming meal per diem rates?

No, you are not required to submit copies of meal receipts if you are claiming the per diem rates.

Meal Per Diem Rates (In Canada) – The per diem rates are dependent upon the funding source being charged for the travel. These rates are different for funding through the Ontario Government and other sources. The daily per diem rate is **$45.00** (Breakfast - $10.00, Lunch - $12.50, Dinner - $22.50) for travel within Canada for Ontario Government funding (all Operating GL accounts). These rates are an allowance and include taxes and gratuities. **The Ontario Travel, Meal and Hospitality Expenses Directive** can be found on the following link:

https://www.ontario.ca/document/travel-meal-and-hospitality-expenses-directive

Meal Per Diem Rates (Outside of Canada) – Federal meal reimbursement rates are used for meal expenses incurred outside of Canada as set out in the appendices of the National Joint Council Travel Directive. These rates are an allowance and include taxes and gratuities. The **National Joint Council Travel Directive** can be found on the following link:

http://www.njc-cnm.gc.ca/s3/en

The **two** relevant appendices are:

- **Appendix C** – Allowances – Module 2[6] – **Canada and USA**
- **Appendix D** – Allowances – Module 4[7] – **International**

<u>PEF Rates</u>

Within Canada – The daily per diem rate is **$50.00** (Breakfast - $10.00, Lunch - $15.00, Dinner - $25.00)

USA or International – The daily per diem rate is **$75.00** (Breakfast - $15.00, Lunch - $25.00, Dinner - $35.00)

7. Will the meal per diem wizard allow differential rates for Northern Canadian and International travel, as per the Federal Government's Travel Directive?

To account for multiple meal locations, we recommend entering each location as a separate per diem wizard entry. To ensure you do not over claim, click on each per diem line to expand the per diem section and remove any meals that are not applicable to that particular day.

8. Where do I access Chrome River support?

You can find New Expense Claim Software Links and Information, Tutorials, FAQs, etc. in the Chrome River Help Center. Please log into Chrome River and click on your name in the upper right-hand corner of the screen. Click on "Help" from the drop-down menu. This link will redirect you to guides and more videos that you can review.

In addition, Chrome River provides Training Camp videos that you may find useful. Some of these camps are live sessions that require you to register to attend. However, there are also recordings of previous live sessions that you can watch at your own convenience. Below is the link to access either the live or recorded sessions.

https://www.chromeriver.com/training/registration

9. Which tile do I use if I am purchasing groceries and refreshment items (beverages, snacks, bakery and small food items) to use for special university events such as recruitment and open house activities, guest speaker talks, seminars, etc.

Please use "**Groceries**" located under the "**Meals/Entertainment**" tile. Do not use the "**Miscellaneous/Other**" located under the "**Miscellaneous**" tile. It would also be helpful if you could pay for work related items separately in order to obtain a separate receipt. When purchasing items from stores such as Costco, please scan the work related items first and ask for a sub-total on the receipt before you scan your personal grocery items.

10. Why am I only eligible to receive up to maximum 80% reimbursement on my personal monthly cell phone bill?

As per the Travel and Business Expense Policy, you are eligible to claim up to a **maximum 80%** only on your monthly **personal** cell phone bill, otherwise, it becomes a taxable benefit. If the cell phone belongs to Trent University, you are eligible for 100% reimbursement.

If you are travelling internationally as a requirement for your position and your cell phone expense includes data and a pre-paid SIM card. In this situation, we would normally reimburse 100% of the cell phone expense because the individual requires a SIM card that works internationally and data on the phone for the duration of the trip. If you receive the Compliance warning (250) that states “Cell Phone expenses are reimbursed up to 80%”, please enter a brief explanation for the approvers.

11. How do I know which fiscal year “FY20, FY21” to select when completing my expense report?

FY20 – Services provided or goods received/purchased from May 1st, 2019 until April 30th, 2020 to be reflected as an expense of the **2019-20** fiscal year.

FY21 – Services provided or goods received/purchased from May 1st, 2020 until April 30th, 2021 to be reflected as an expense of the **2020-21** fiscal year.

12. Who approves my expense claim if I submit it with expenses incurred from more than one GL allocation? Do I need to submit separate claims for each GL account number?

The Supervisor of the expense owner will receive notification to approve the claim but if the HR department does not match the HR department assigned to the GL account number then it would route to the second approver. All of the approvers should receive a notification when the claim is ready for their approval.

13. When I am completing an expense claim, which total do I use on my receipt if I paid for my purchases with cash?

Please watch for penny rounding (up or down) totals on receipts. For example, the total amount of items you purchased including HST is $2.83. You gave the cashier $3.00 cash. She gave you $0.15 in change. The rounded amount is $0.02. The actual total cost of your items is $2.85.

14. Is an “Order Confirmation” document considered to be an acceptable receipt for on-line purchases (books, etc.)?

In order to satisfy our audit requirements, each expense claim must be supported by original receipts and/or original evidence of payment (type and amount). **Order Confirmations** do not provide proof of payment. Shipping Confirmations provide the order details as well as proof/form of payment. If you do not have this documentation you must provide a copy of your credit card or bank statement as proof of payment. Please black out all other information on the document that doesn't pertain to the claim. Credit card statements provide not only the proof of payment required for auditing but also the currency conversion (USD, GBP, Euros, etc.) to the Canadian$ value.

Please note that there is a difference with the detail provided on **Shipping Confirmations** from Amazon:

Amazon.com – It shows the amount before tax and import fees, if any, but does not indicate the currency or taxes paid. They purchases may be in US currency. The University is required to self-assess the taxes (which does not impact your reimbursement amount) on the Canadian$ value. At the bottom of the Shipping Confirmation you will see a sentence indicating "Your invoice can be accessed here." If you click on the link provided, it displays the invoice which would confirm the shipping and payment details, including any taxes paid, the currency and the method of payment.

Amazon.ca – It provides sufficient detail indicating the total amount paid inclusive of taxes in Canadian currency as well as providing the method of payment.

15. Why do I receive a compliance warning about my receipts being submitted past 90 days when I am completing a PEF (Professional Expenses Fund) claim and why is the system asking me why an exception should be made?

The compliance warning was built into the Chrome River system based on Trent University's current Travel & Business Expense Policy for claims submitted for expenses allocated to Operating, Ancillary, Research and Trust accounts. Employees are expected to submit claims more frequently due to the ability to snap pictures of receipts or scan them and attach to the claim electronically. Claims submitted for expenses exceeding 90 days will require an explanation and may require additional approval. This rule **does not** apply to **PEF claims**.

Unfortunately, there is no way to configure the system to have it produce a warning specific to all other GL account numbers except those allocated to the Professional Expenses Fund when it detects a receipt older than 90 days.

TUFA members are eligible to submit a maximum of three claims from their PEF during the academic year (July 1st to June 30th) for expenses incurred and payment made within the last two academic years prior to the date claimed.

When you receive the compliance warning in Chrome River, simply type "PEF Claim" in the reason box as to why an exception should be made and hit "post" in order to continue with the claim.

16. How do I enter accommodation receipts (Expedia.ca, Airbnb, etc.) that combine both the "taxes" and "fees" together under the "Price Summary"?

Receipts that do not include an HST/GST Registration # or specify the amount of taxes charged are not eligible for tax rebates through the CRA. Please **do not** tick the box that asks if you have a receipt that includes HST/GST breakdown.