**Frequent Reasons Expenses Are Returned in Chrome River**

* Amounts are entered incorrectly/Receipts do not add up to requested amount for reimbursement
* No Comment added for claiming per diem without an overnight stay

\*Must have a lodging receipt or comment stating there was overnight stay and why no receipt for lodging reimbursement\*

* Extra charges are not deducted from lodging receipt

 \*No extras like housekeeping, vending machine purchases, meal purchases, dry cleaning\*

* Missing receipt

 \*Receipts need to be itemized\*

* When expense is returned, please respond in comments or attach requested documents in Chrome River instead of sending information back in the email
* Airfare extras are not reimbursable

\*Seat selection, upgrade seating, travel insurance, optional extras

* Car Rental extras are not reimbursable

\*Insurance, Navigation, XM Radio, Roadside Assistance, Extra day charges after business with WCU has concluded\*

* Registration form and proof of payment not attached

 \*Submitting just a credit card statement is not sufficient\*

* Multiple travel advances entered in Chrome River

\*If you want to submit a travel advance earlier than the 2 weeks required, please hold in your que\*

* Not utilizing the tracking feature

 \*You can see where your expense is held up\*

* Not verifying the Default AP address prior to entering an expense
* No address setup in Banner (New form attached and located on Controller’s Office webpage under Travel/Chrome River)
* No reimbursements will be processed with an outstanding travel advance, please hold in que till advance has cleared
* Paper advance form not attached
* Missing pre-approval or no pre-approval was done prior to traveling
* Submitting memberships through Chrome River
* Employment or Job Status changes during the month that affects approvers, HR only updates once a month
* Business/Candidate Meals do not have itemized receipts and list of attendees