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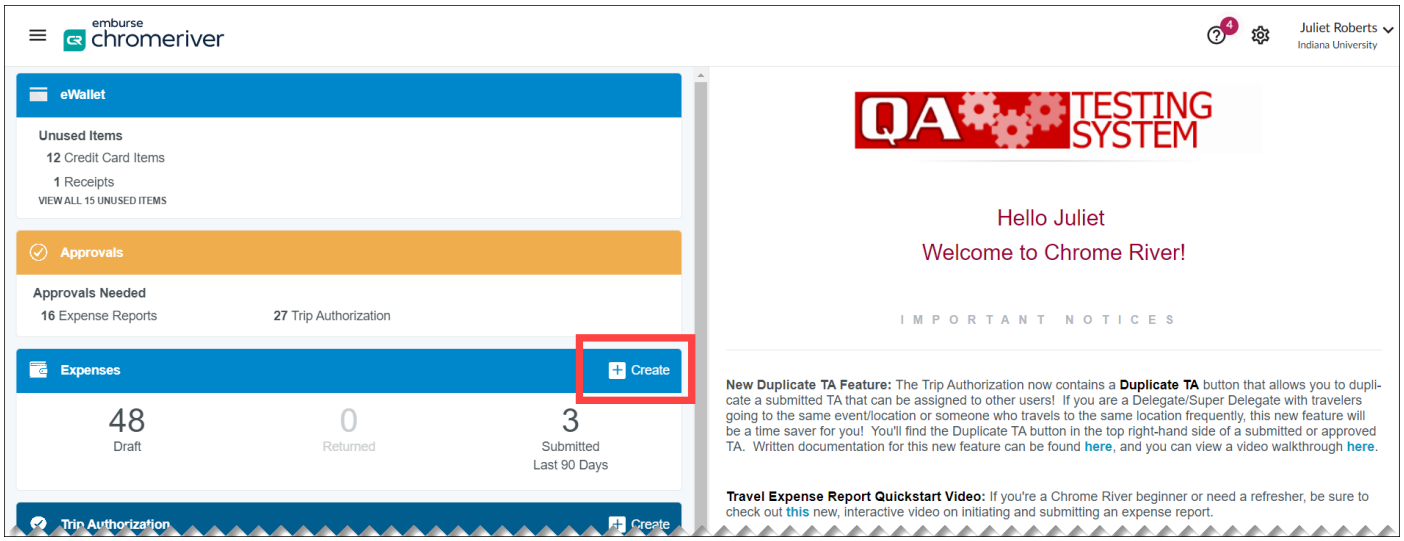
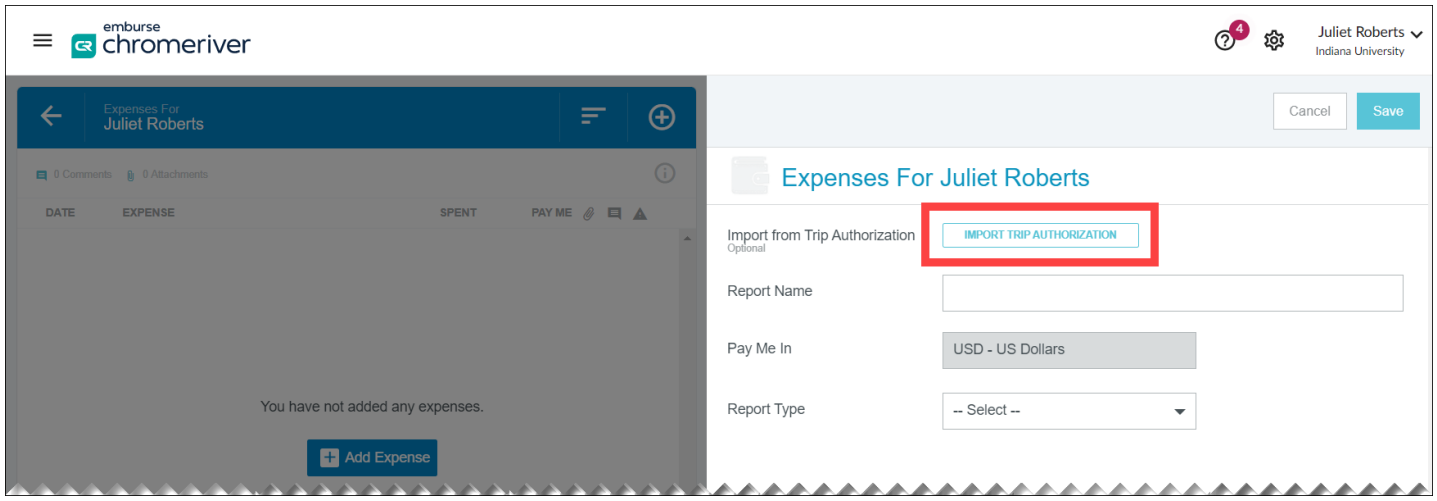
Import a Trip Authorization (TA) Report to an Expense Report

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.

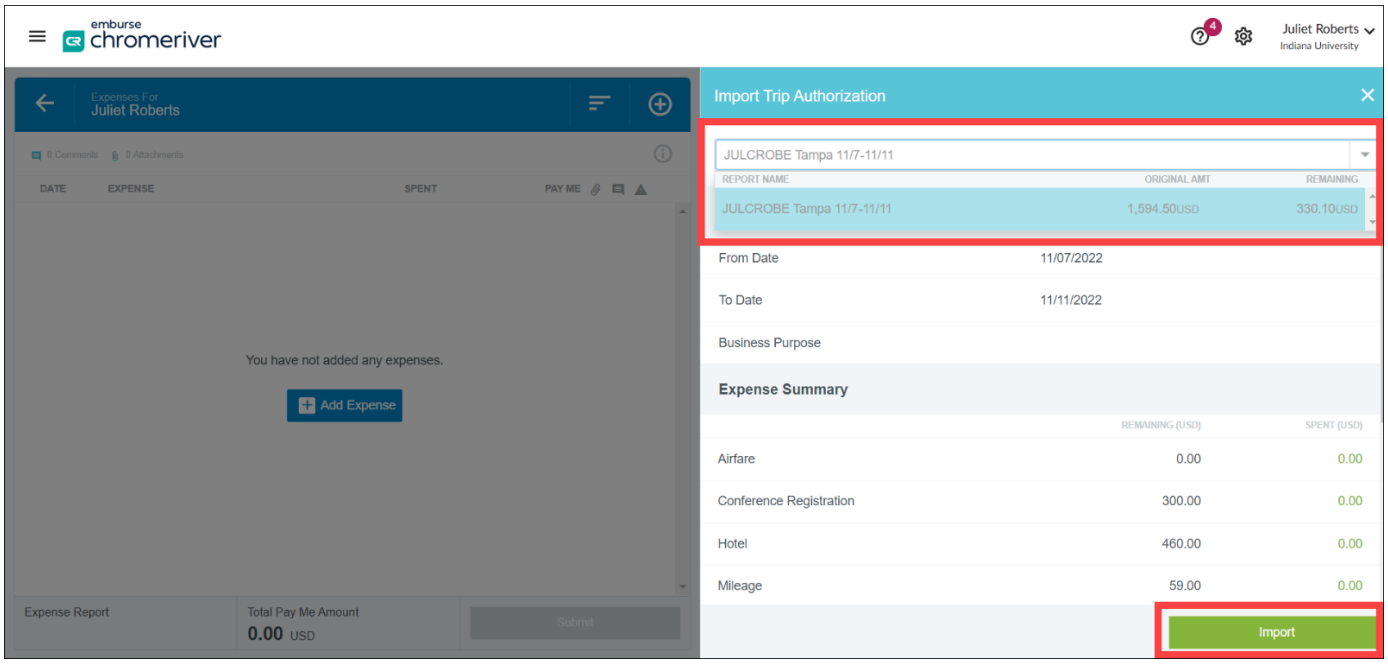
First, initiate a new expense report. Click **+ Create** on the Expenses ribbon.



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**.



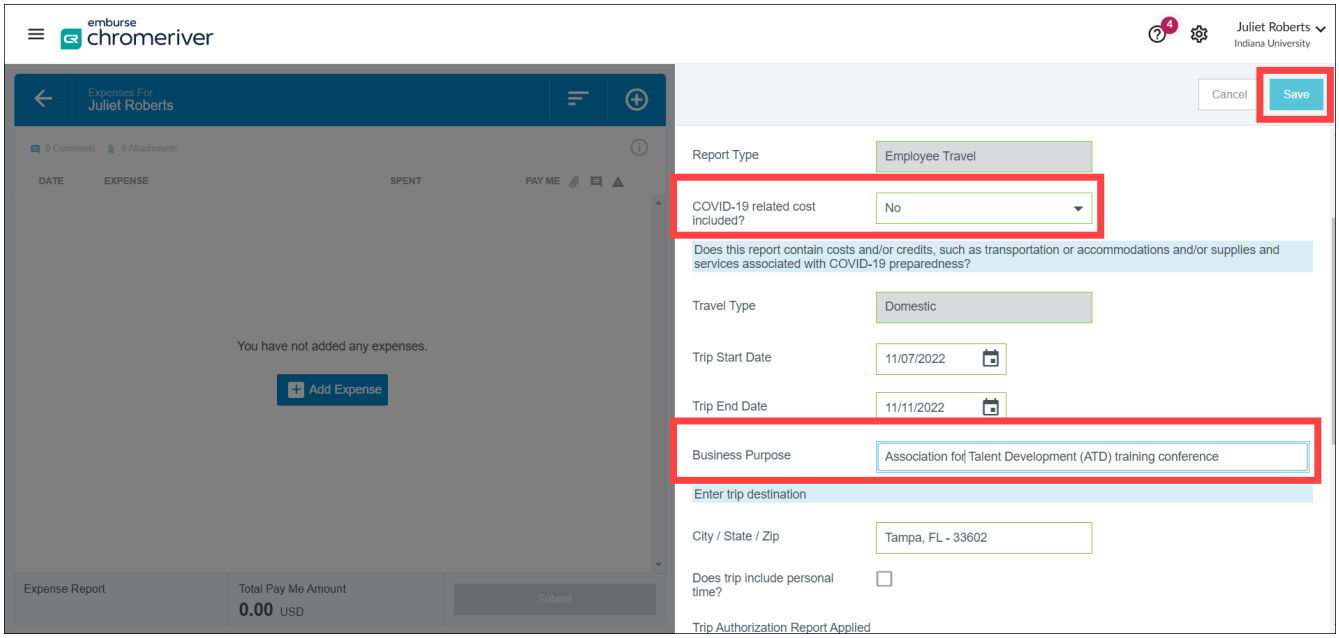
Chrome River requires two additional fields to be completed. Scroll down and answer the **COVID-19 Related Cost** question.

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.

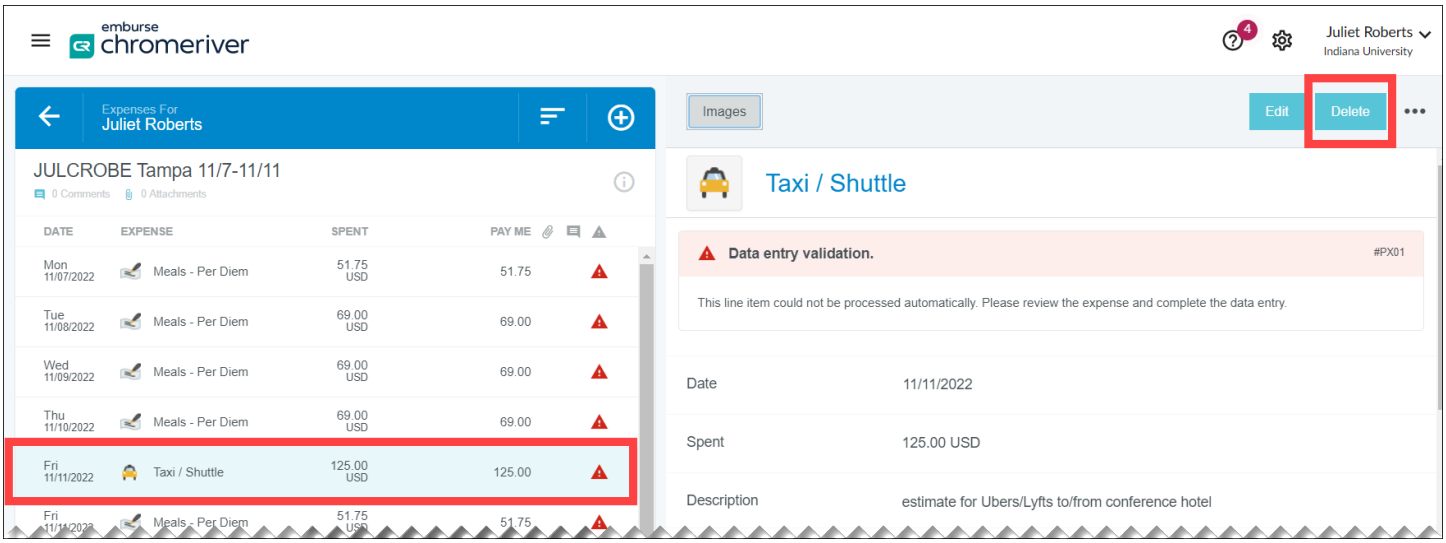


All trip information from the TA report imports onto the new expense report automatically. Imported expense lines can be edited or deleted after they appear on the expense report.

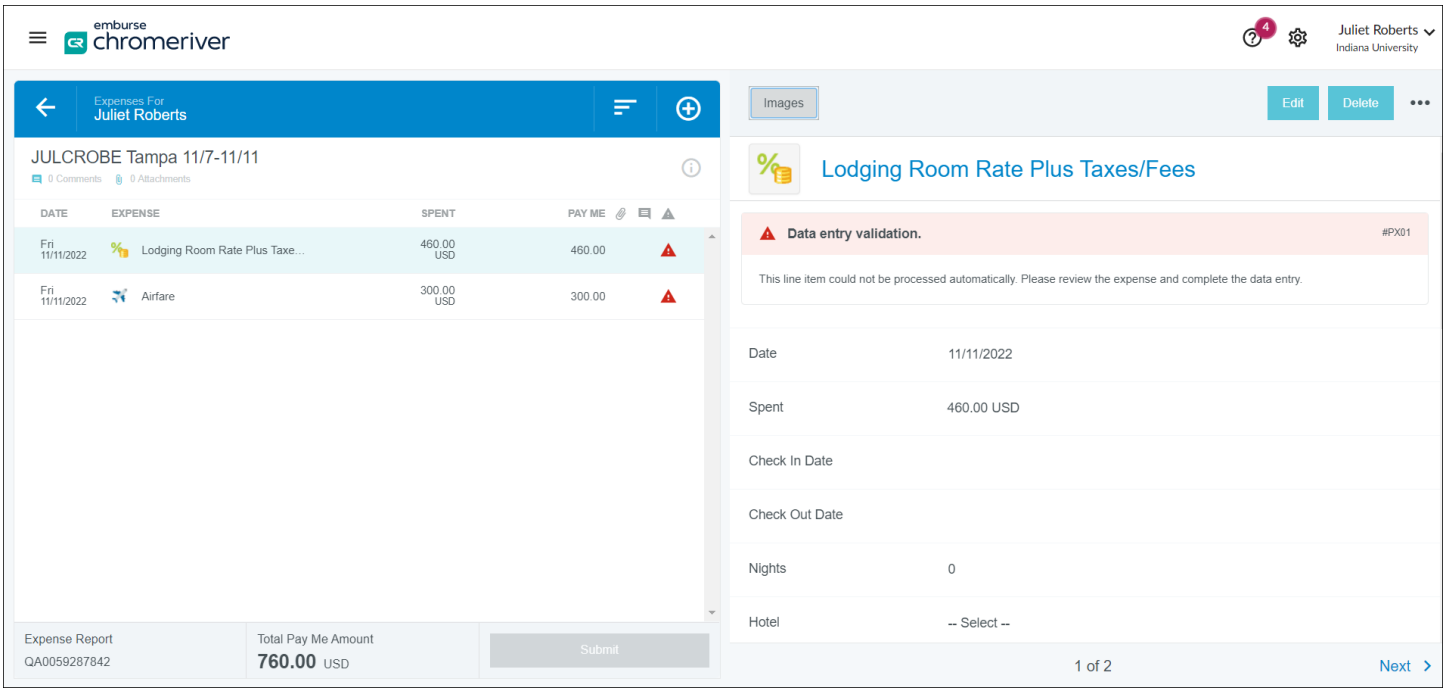
Reconciliation and reimbursement are two separate processes. Best practice is to reconcile and reimburse on ***separate*** expense reports. This allows for more streamlined review and approval.

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.



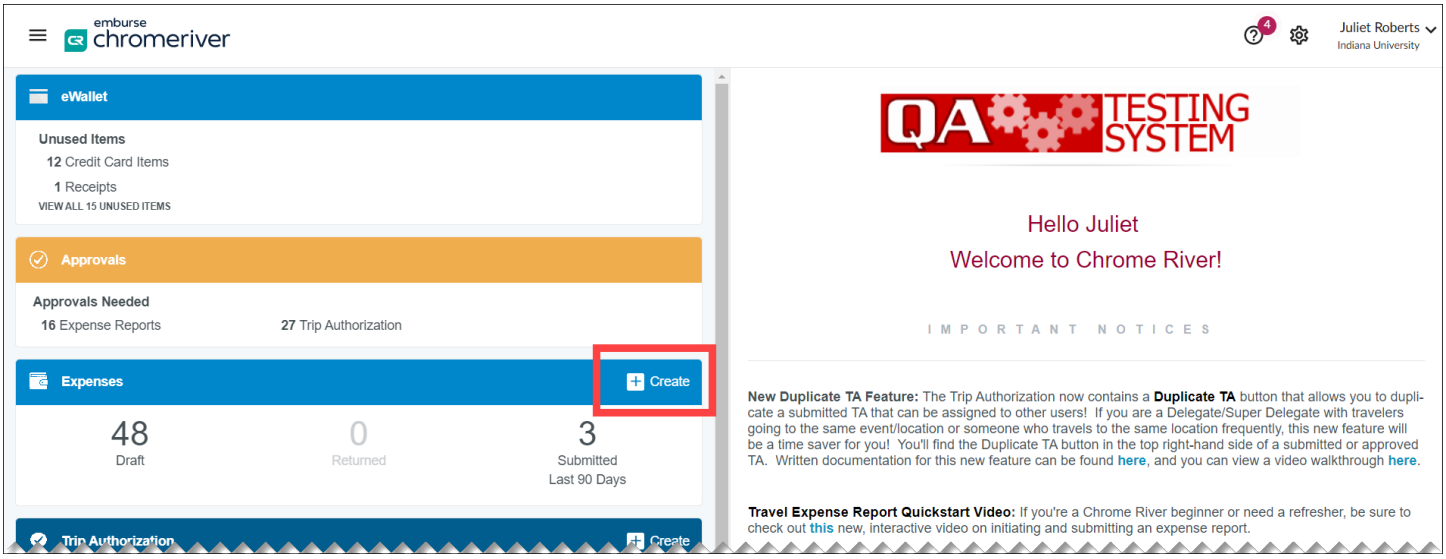
When the reimbursable expenses are removed, your report might only have a few expense lines on it. This is normal.



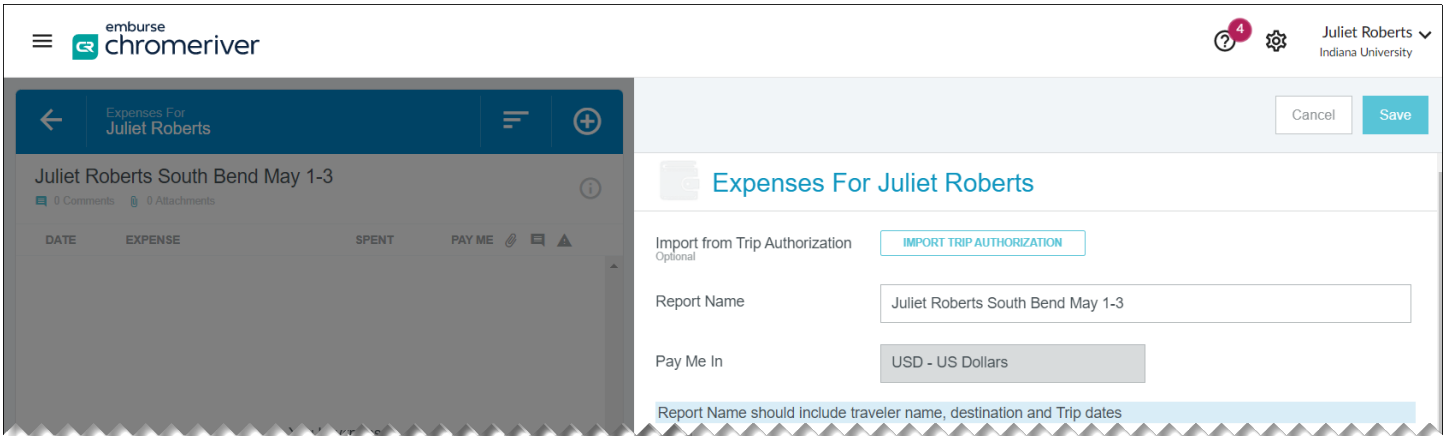
Jump to the Reconcile Prepaid Travel Expenses section for next steps.

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.

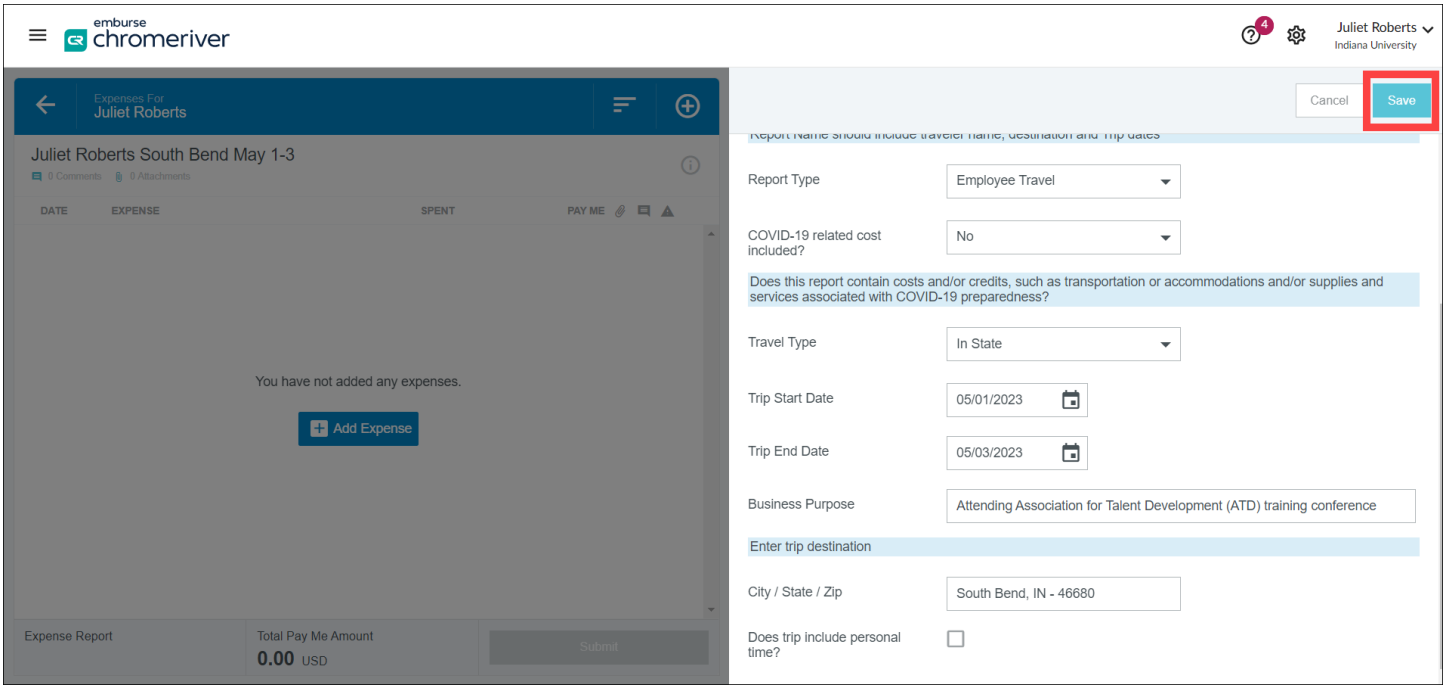
A COVID-19 Related Cost is any expense made necessary by the pandemic and which would not have occurred otherwise. For travel, these are primarily canceled trip costs and medical/humanitarian missions, COVID-preparedness/inspections, educators training schools on eLearning, etc. Marking **Yes** for the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

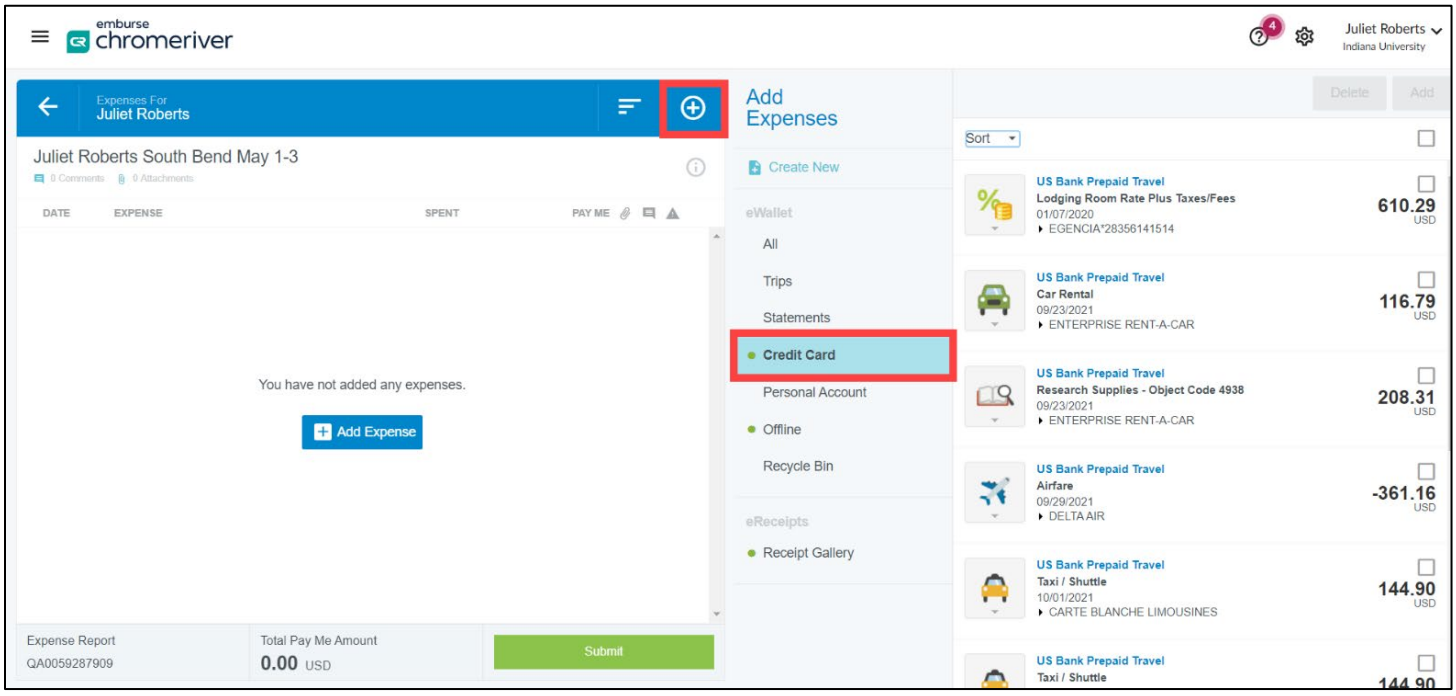
- "Representing IU at National Association of Education Procurement (NAEP) annual conference"
- "Attending Talent Development training conference"

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.

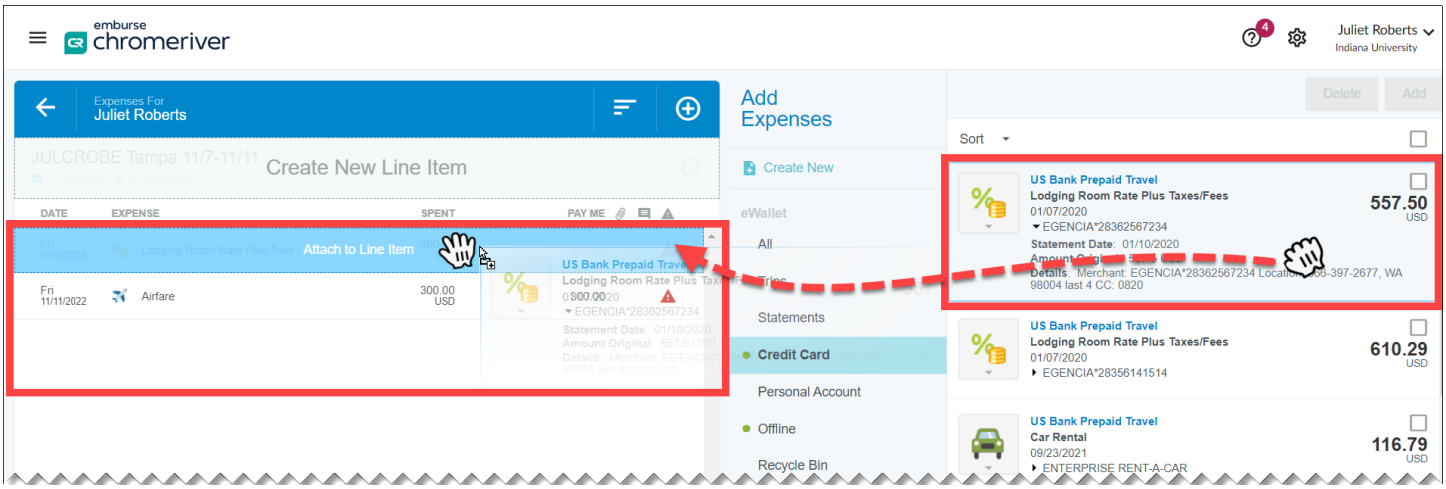


Lodging

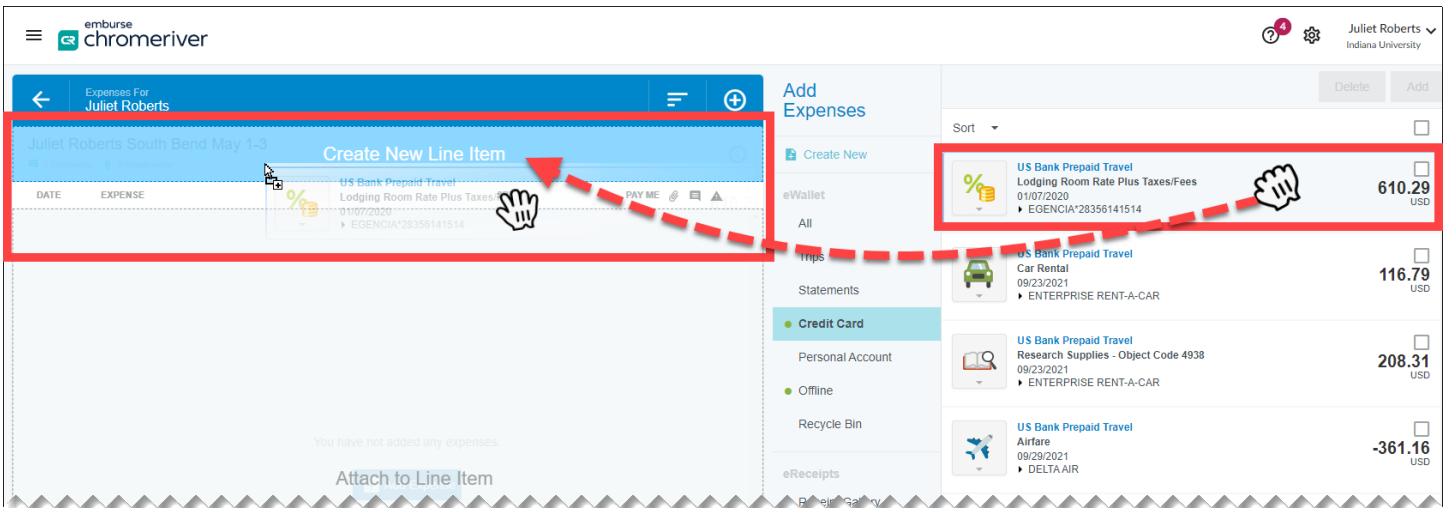
In this example, we'll reconcile a lodging expense that was purchased in Egencia.

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.



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.

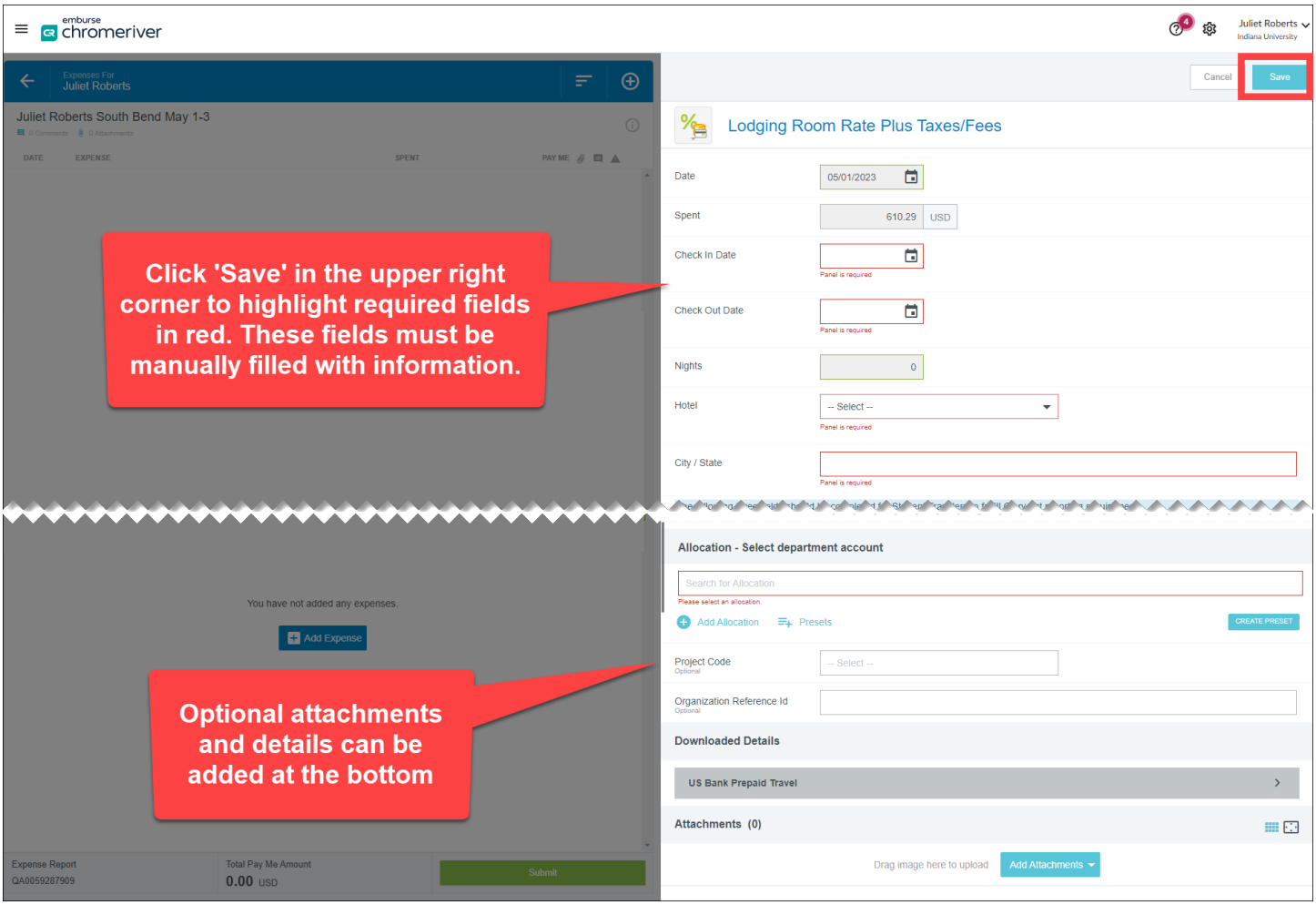


A data entry validation warning appears at the top of the next page. To clear this, answer the required fields. Click **'Save'** in the upper right corner to highlight required fields in red. These fields must be manually filled with information.

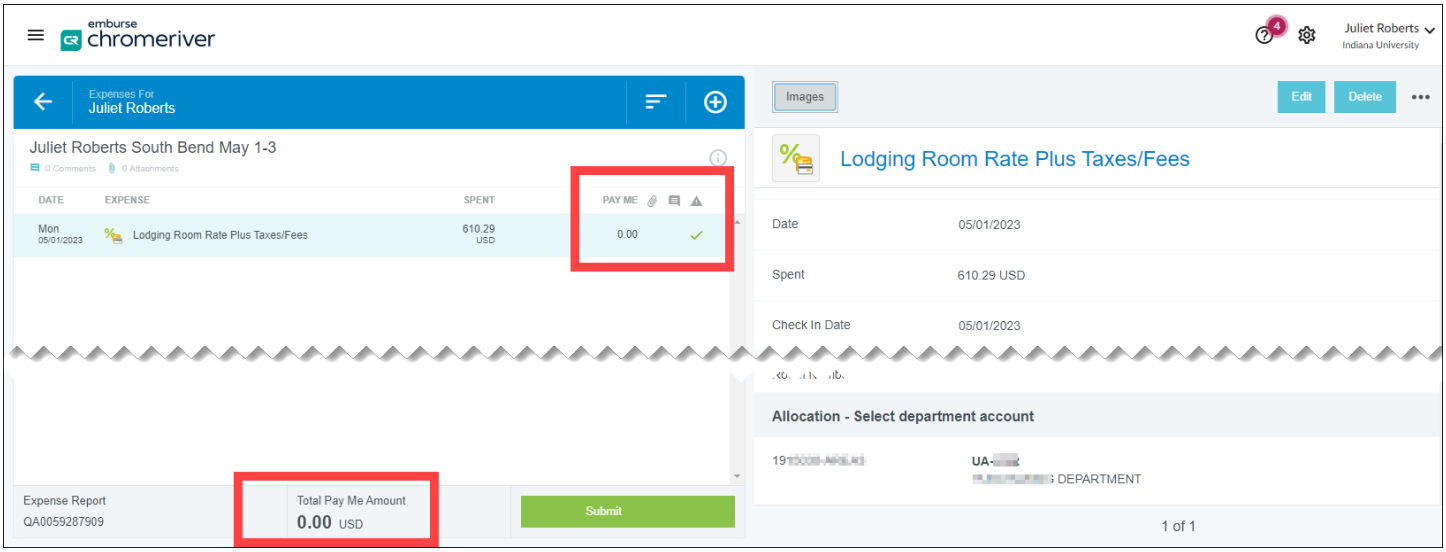
Enter the **check-in** and **check-out** dates of your stay. Select the hotel name from the **Hotel** dropdown list and enter the **city and state** of the lodging.

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.



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.

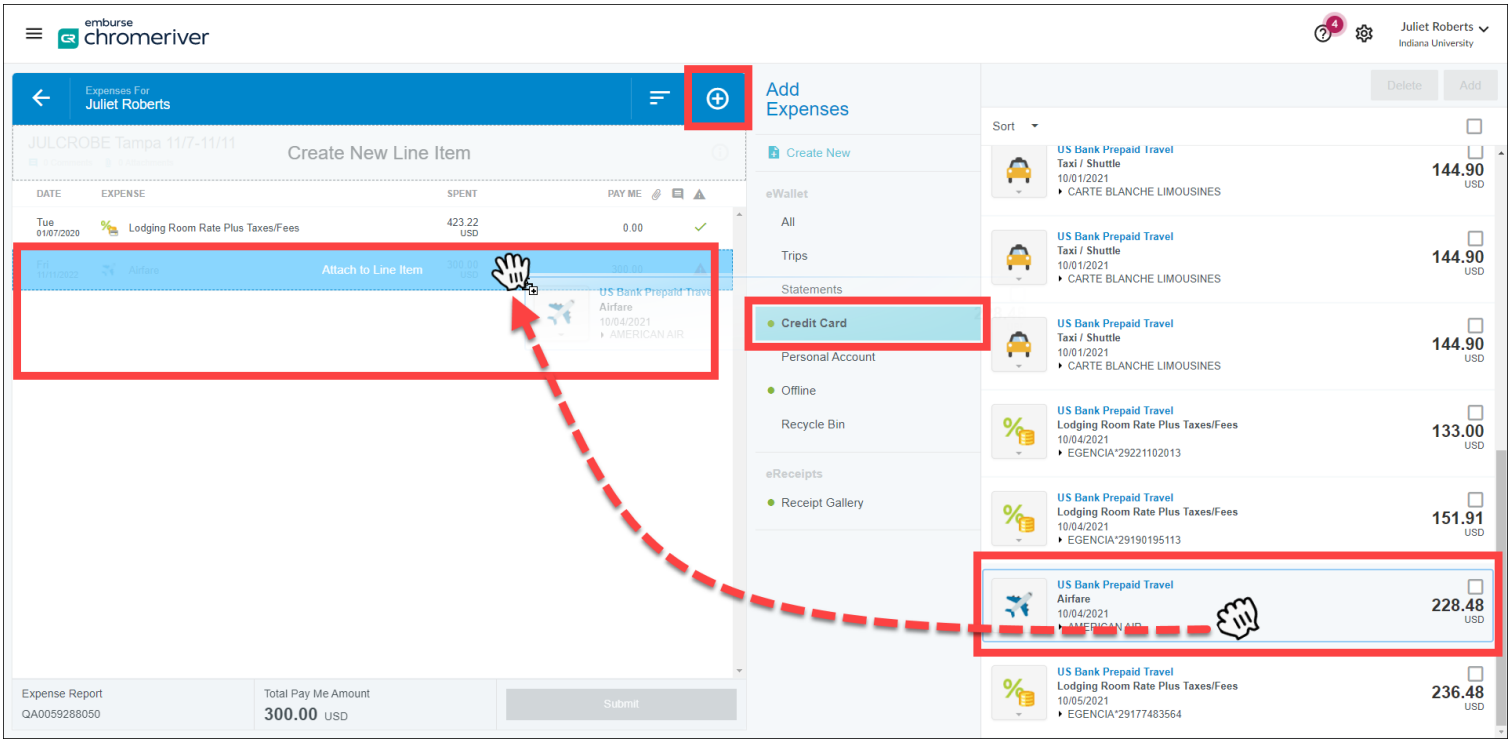


If finished adding expenses, click **Submit** to submit your report.

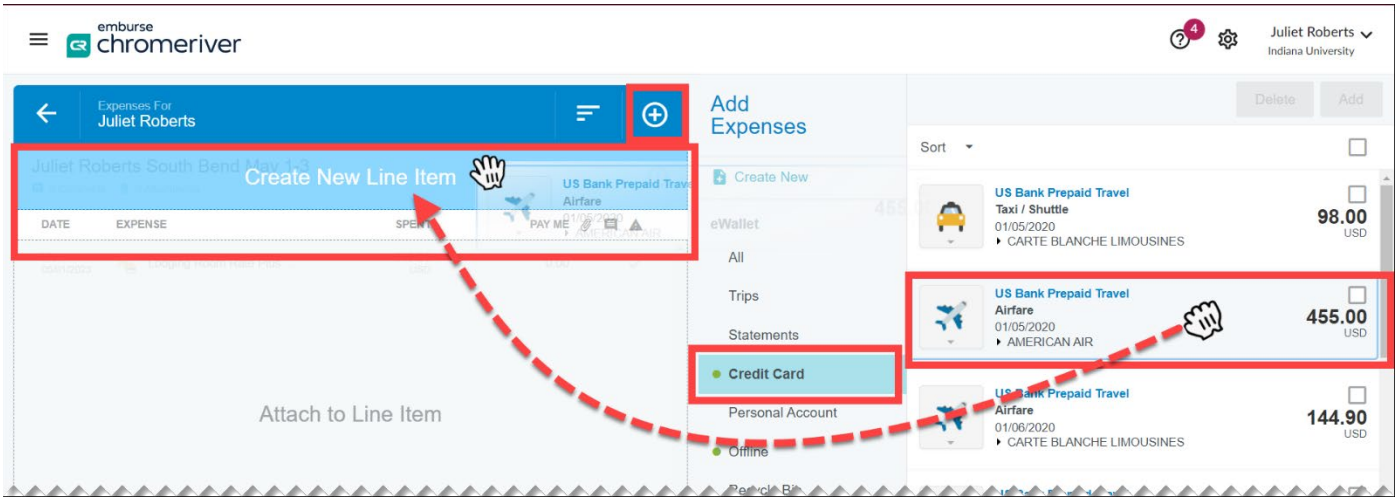
Airfare

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.



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.



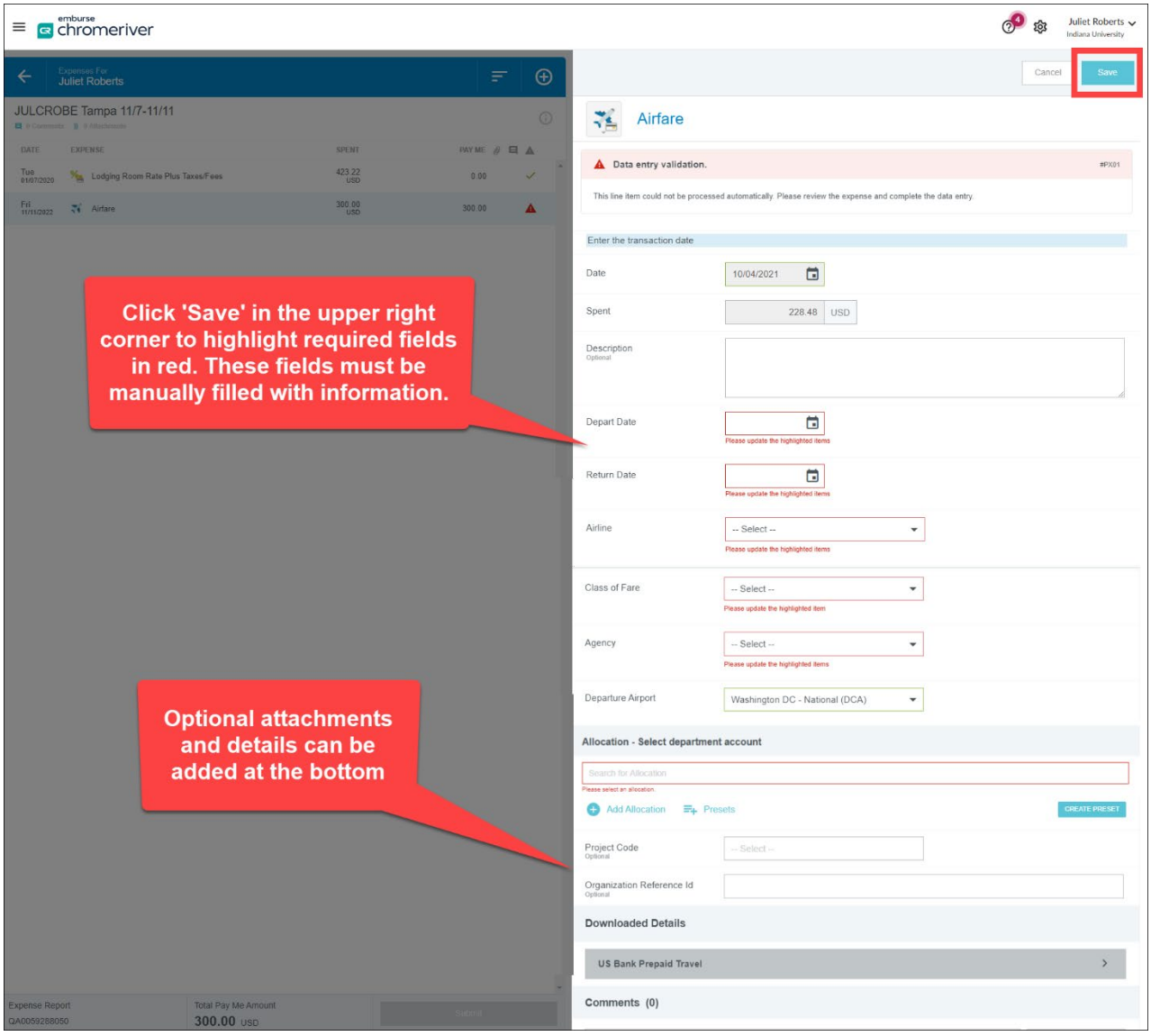
A data entry validation warning appears at the top of the next page. To clear this, answer the required fields. Click **'Save'** in the upper right corner to highlight required fields in red. These fields must be manually filled with information.

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.

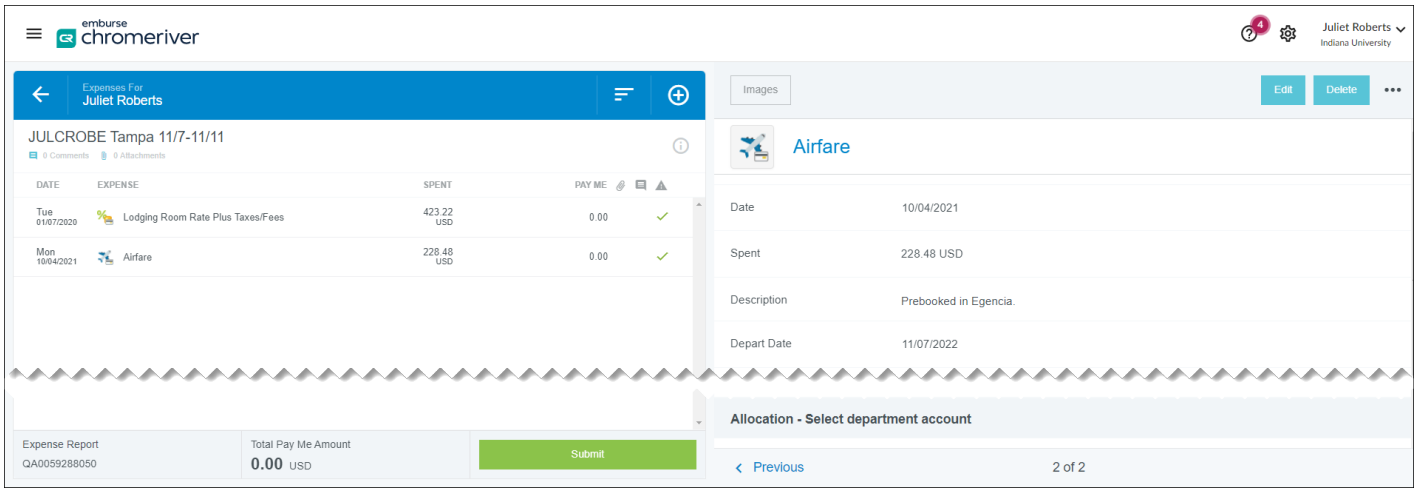
To find reservation details, contact the travel agency used to book the flight, or log into Egencia and click **Trips** at the top of the page. All the necessary information is on the receipt.

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.



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.



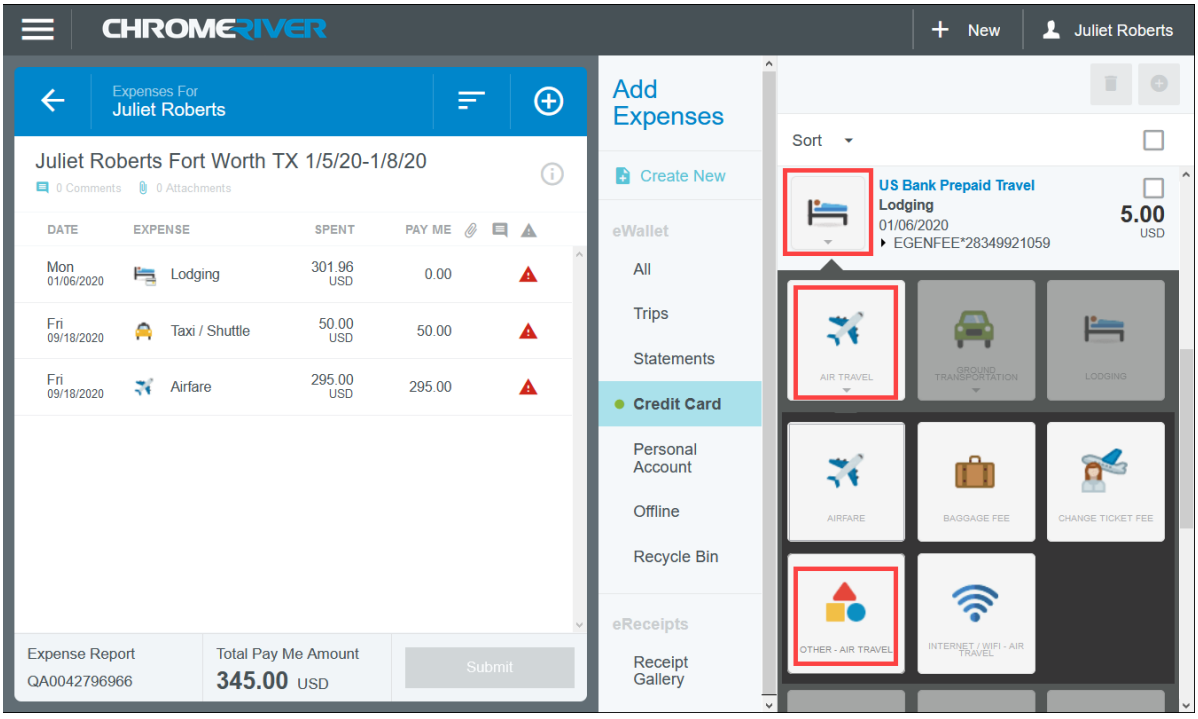
Proceed to the next section to reconcile the service fees associated with booking airfare via a DTA like Egencia.

Reconciling a Booking/Agent Service Fee

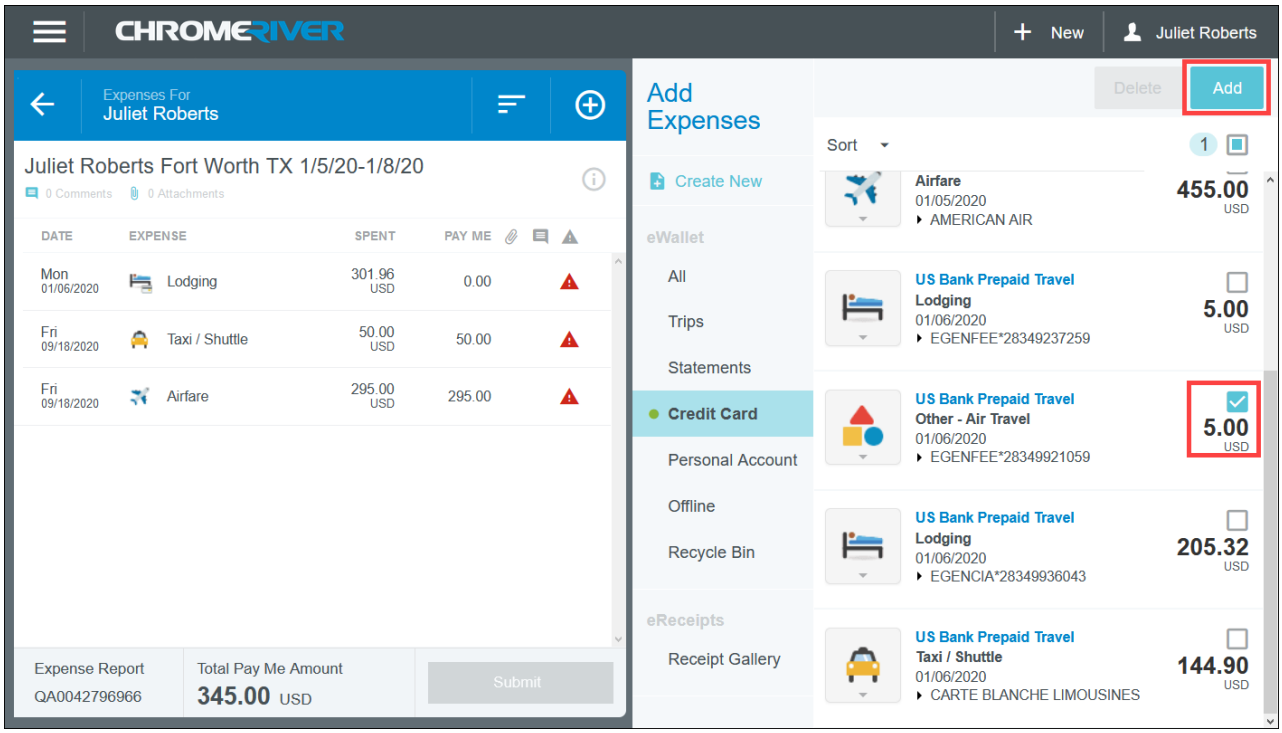
DTAs charge a variable service fee which may $30+ depending on the services used and the complexity of the trip. All Egencia air reservations come with a $6 booking fee. These agent fees appear in the expense owner's eWallet and must be reconciled.

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.

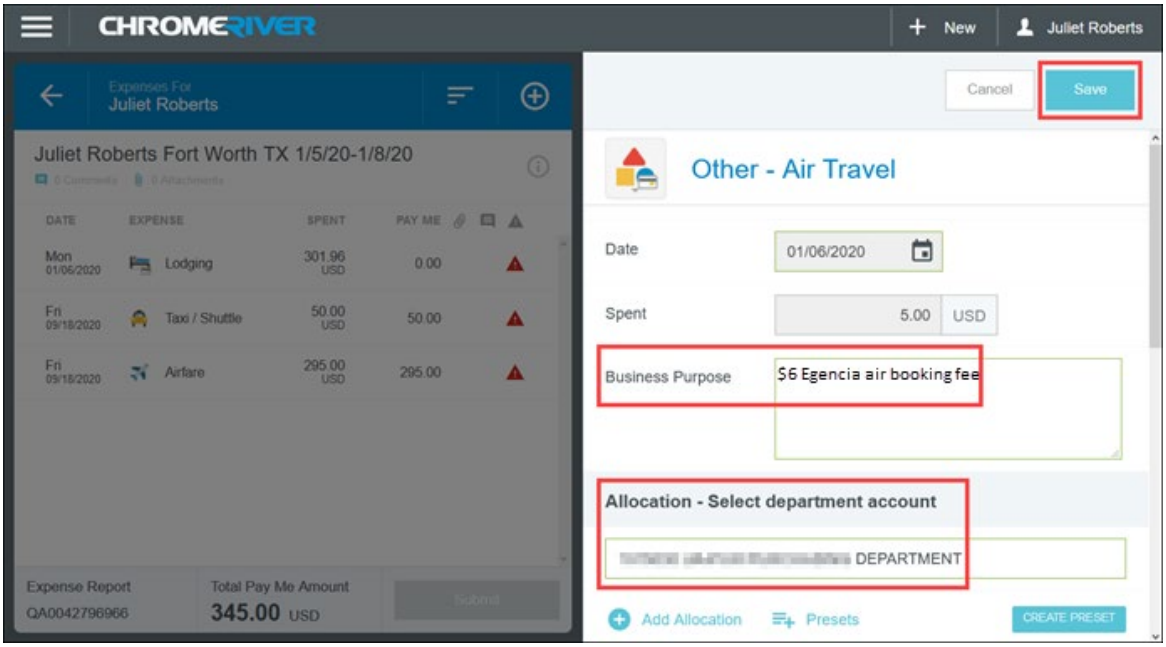


The expense icon changes to display a yellow square, red triangle, and blue circle. On the next screen, if you included the fee in a TA , drag and drop the expense to the corresponding TA expense on the left. If not, **check the box** in the upper right corner of the $6 expense in your eWallet. Click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

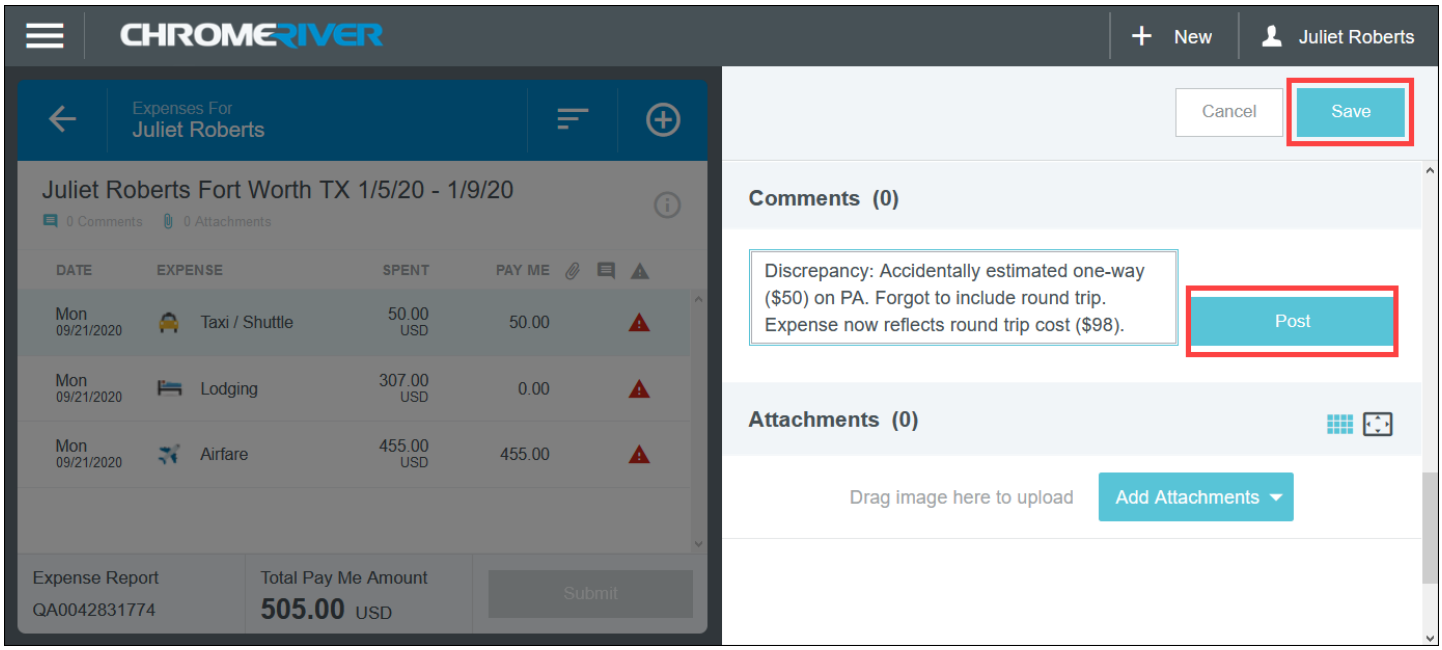
If there is a discrepancy between a cost estimated on your TA and the actual expense in your eWallet, you can still **drag & drop** from the eWallet and reconcile as normal. However, best practice is to **log a comment** explaining the discrepancy.

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

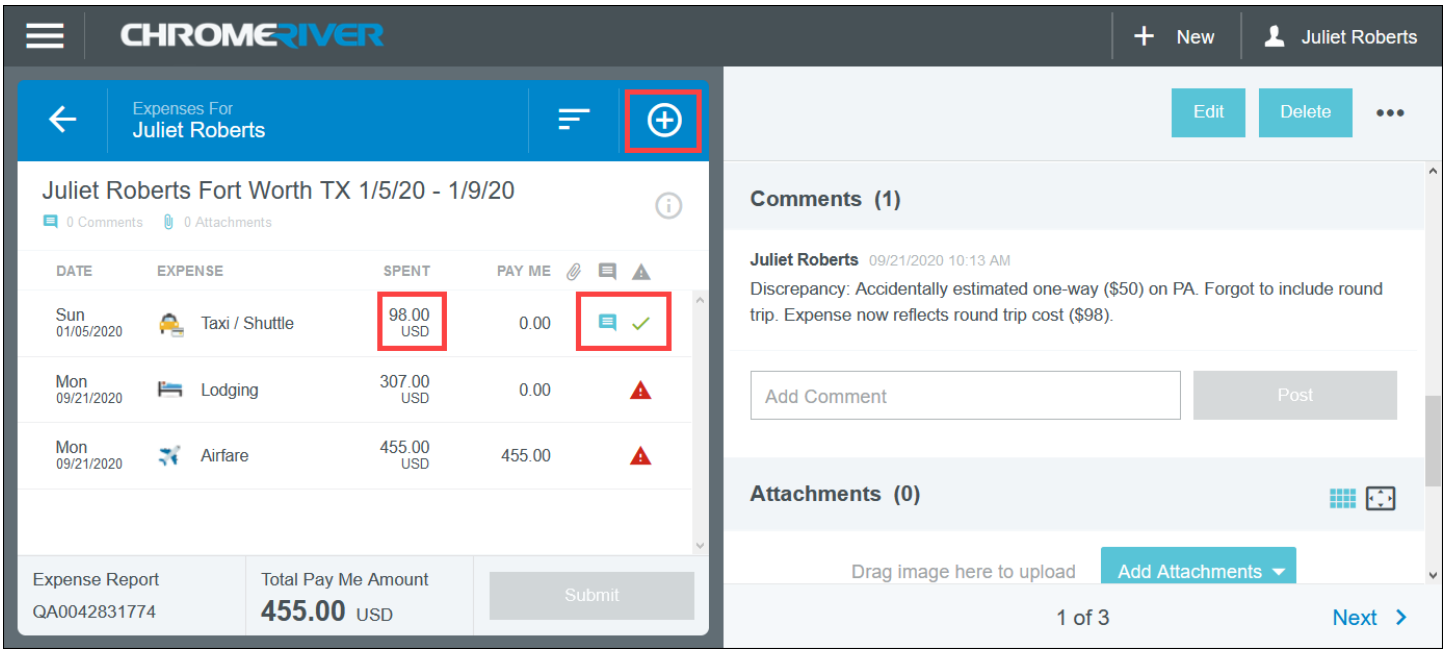
After reconciling the expense, document the discrepancy by scrolling to the bottom of the expense and logging a **Comment**. The following are examples of discrepancy explanations:

- 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 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.



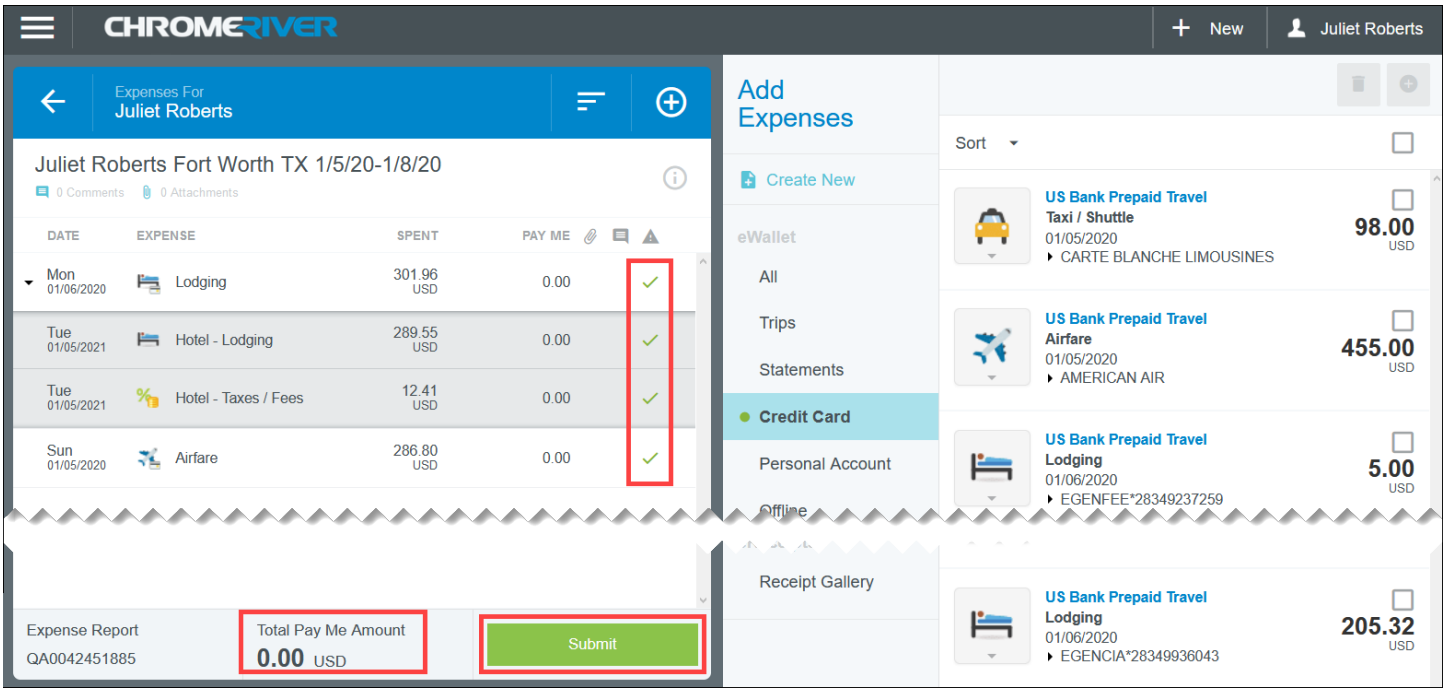
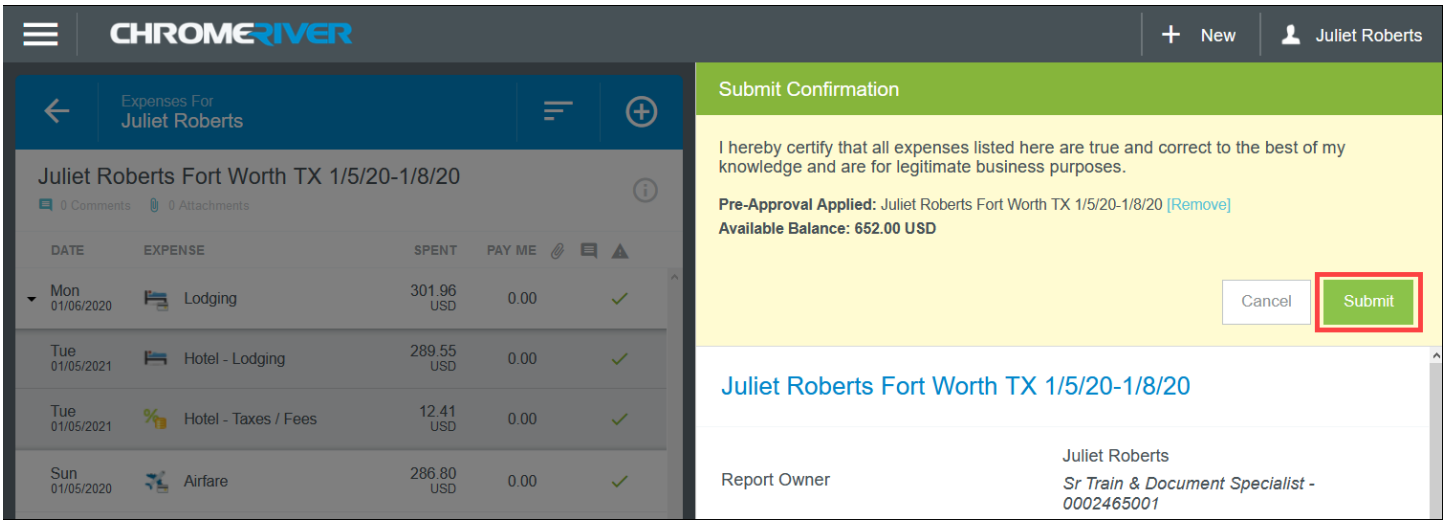
The discrepancy is documented, and the expense is reconciled. To reconcile more expenses, click the **white plus sign** at the top of the left-hand window.

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**.



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.