

EXPENSE - FREQUENTLY ASKED QUESTIONS

How easy to use is the new expense system?

The new system is a lot like an app on your smartphone. It is user-friendly and intuitive – it's easy to upload receipts and to route to approvers. If you enter something incorrectly or forget to enter data, pop-up error messages describe what you need to do to fix it.

How do I access the new system?

The new system is accessed via <https://app.chromeriver.com/login> and resides behind NetBadge.

How does it work?

Expense owners and/or delegates prepare the expense report online from any device. Receipts are uploaded and digitized. The report is prepared online, PTAO information added, and the report is then forwarded for approval. It is automatically checked by the system for adherence to UVA policy and for general completeness. Reports can be traced and nothing gets lost.

How does the new system impact Recon@?

Since the Recon@ Preparer and Approver will be approving expense reports through the Expense Management system, the expense transactions will be greyed out and unavailable within Recon@.

Why was the Expense rollout recently delayed?

The original Expense go-live date of March 20, 2017 coincided with the budget season. To give schools and units more time to transition and prepare for the new system, go-live was moved to April 17, 2017.

How do we get training on the new system?

On-demand training is available **online** (videos and written instruction) and is organized in bite-sized, topic-specific chunks, geared toward specific user groups. Additional training is available from **Ambassadors** who are Expense subject-matter experts in schools and units. They have been trained on the new system and they understand how the relevant policies are applied in your area. You can ask your Ambassador any question about the system and they are there to help you. In-person **labs** are available after go-live and provide additional opportunities for individualized support.

How do I reach an Ambassador for help?

If you cannot reach the Ambassador for your area you can contact one of the other Ambassadors. If your Ambassador moves or retires, a new Ambassador will be allocated to your area.

Who else can I contact besides Ambassadors?

Ambassadors are your first point of contact. Further information is available from the Travel & Expense Management Project team: