

Chrome River FAQs

Q. Can I delegate my work to someone else?

A. Yes, you can assign a delegate who will have full access to your account.

Q. How many delegates am I allowed to have?

A. There are no limits on how many delegates you can have; however, you are ultimately responsible for anything your delegate does on your behalf.

Q. How do I remove a previously assigned delegate?

A. To revoke a user's ability to delegate, tap the X next to his or her name in the delegates list.

Q. What is an approval Delegate?

A. An approval delegate is an individual who temporarily approves expenses for another user—for example, when he or she is on vacation. You will not be able to access the user's Approval screen.

Q. How do I upload receipts to the receipt Gallery?

A. Receipts can be emailed to Receipt@chromefile.com or they can be uploaded directly to the receipt gallery directly from the device you are currently working on.

Q. What is an alternative email?

A. An alternate email address is additional email address that can be used to send receipts to Chrome River.

Q. How long will my receipts stay in my receipt gallery?

A. Receipts will remain in your receipt gallery until you expense them.

Q. Can I cancel an expense I already submitted?

A. Yes, you can recall an expense as long as it has not been fully approved.

Q. What is the difference between a Warning and Violation?

A. A warning is a soft stop and requires an explanation in order to submit your reimbursement. A violation is a hard stop and requires action based on the rule fired and a reimbursement cannot be submitted until the violation is removed.