

MYEXPENSES FAQs

GENERAL

Q. What is MyExpenses?

A. MyExpenses is WVU's mobile-friendly version of an electronic reimbursement and travel expense tool called **Chrome River**. This software system is designed to eliminate waste, and reduce both inefficiency and employee frustration over slow, paper-based processes. MyExpenses will help reimburse employees faster, easier and with less risk of error.

Q. Why should I use MyExpenses?

A. It's more efficient, and that means money in your pocket faster. MyExpenses:

- ✓ Eliminate the need to process some 650,000 pieces of paper, including 17,000 expense reimbursements and 175,000 annual PCard transactions a year, plus monthly PCard statements and vendor registrations for state employees.
- ✓ Eliminate the need for employees to certify invoices.
- ✓ Eliminate the need to store paper PCard receipts for five years.
- ✓ Eliminate the need for hand-delivery and couriers sending in settlements.

Q. Are there other advantages?

A. Yes, many! Here are a few:

- ✓ The system relies on the same single sign-on system, meaning it will use your WVU Login credentials. You won't need a separate password.
- ✓ It will ensure more accuracy in designating funding sources.
- ✓ Reimbursements can now include both state and WVU Research Corp. funding.
- ✓ Employees, supervisors and task managers can all approve expenses by email
- ✓ EBOs issue approvals electronically.
- ✓ WVU employees will no longer need to be register separately as vendors in the state OASIS system. It also streamlines electronic payment for services.

Q. How does it work?

A. With MyExpenses, you'll be able to take photos of your receipts and upload them to the system. Per diems and mileage rates will be built in, so you'll no longer have to calculate those on your own.

Q. How do I access it?

A. Just log into myaccess.wvu.edu with your WVU Login credentials and look for the MyTools tab. The MyExpenses button will be listed there.

Q. Does it work in every web browser?

A. It works best in Chrome and Safari. In testing, the system performs a bit slower in Internet Explorer.

Q. Who should use it?

A. MyExpenses is the required system for processing all reimbursement requests (employee and non-employee) and PCard reconciliation.

Q. Who else uses this tool?

A. Chrome River has more than 600 customers, with more than 1 million users in more than 100 countries. The company says its system is available to customers 99.94 percent of the time. Those customers include Toyota, the University of Arkansas-Fort Smith and Whitworth University.

Q. Can I use MyExpenses to book travel?

A. No, but a new system called MyTravel, our version of the commercial product World Travel, is now available.

Employees will be able to make travel reservations online or by phone with personal assistance. This new tool will synchronize airfare, hotel booking and car rentals in a single system. It also will provide an option to use a "ghost card" associated with a central funding source, so employees will no longer have to carry large expenses on their PCards or personal credit cards when booking travel.

People traveling on business currently use 20 different booking methods, preventing the University from effectively leveraging its buying power. This unmanaged approach also prevents WVU officials from knowing where its employees and students are and providing assistance to them during emergencies in the U.S. or abroad. All University employees will be using MyTravel except Athletics, which will use Anthony Travel.

Here are some other advantages of MyTravel:

- ✓ Preferred contract rates and rules will be embedded into the system.
- ✓ The risk of human data-entry error and abuse are both reduced.
- ✓ WVU Travel could reduce spending by as much as \$2.2 million per year just through improved efficiency.
- ✓ Reduce the risk of fraudulent travel-related activity.

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Q. Is training available?

A. Yes. Detailed training videos and Quick Start guides can be found [here](#).

Q. Who can I contact for help?

A. For login/access issues only, contact [\(304\) 293-4444](tel:304-293-4444) or ITSHelp@mail.wvu.edu.

For questions about how to use MyExpenses, contact PCPS@mail.wvu.edu.

SUBMITTING A REPORT

Q. Will I need to know my funding string?

A. A funding string is needed before final submission of the report; however, if you don't know your funding string, there is an option to select to route it to your EBO. They can input the funding information.

Q. Can I use WVU Foundation funding?

A. The Foundation requires all WVU employee travel and personal reimbursement expense activity to be initially processed and paid through the MyExpense platform, then back-billed (direct-billed) if:

- ✓ The expense is permissible under State procurement policies and practices.
- ✓ The Foundation funding source (fund/award) is used consistently.

If this change requires you to increase or initiate a Fiscal Year 2018 direct billing authorization, please submit the authorization form to Sheree Caine of WVU Sponsored Research accounting at Sheree.Caine@mail.wvu.edu.

If you have questions, please contact Adam Heller of the WVU Foundation at [\(304\) 284-4026](tel:304-284-4026) or aheller@wvuf.org.

Q. Can someone submit reports on my behalf?

A. Yes. You'll still be able to delegate your reconciliations to your administrative assistant, EBO (Expert Business Office) or anyone else you choose. You can approve the reports submitted on your behalf via email or within the system. See the MyExpenses training for the related video/quick start document.

Q. When will I need to attach receipts?

A. Receipts, submitted as a PDF or image, are required for all PCard transactions and select reimbursement receipts. The system will know when a receipt is required and will notify you if you are missing a receipt. Receipts can be attached by uploading from your computer or emailing your receipt PDF or image file to receipt@chromefile.com.

REIMBURSEMENT REPORTS: TRAVEL AND NON-TRAVEL

Q. Is pre-authorization required for my travel expenses?

A. Travel must be approved by the traveler's supervisor beforehand; however, no form or other written notice is required. There will be an optional pre-authorization electronic form in MyExpenses soon for those interested.

Q. Can I combine State and Research Corp. funding on the same report?

A. Yes. State and RC funding can be combined on the same reimbursement expense report, but PCard expenses must be kept separate.

Q. I need to reimburse an outside party (i.e. job candidate) for his/her travel expenses. Can I use this system?

A. Yes. Select "non-employee" as the affiliation and complete the report on behalf of the individual. If the individual is not included in the available list of Payees, you will need to submit a Supplier Request Form in Mountaineer Marketplace before completing the report. See the MyExpenses training for the related video/quick start document [here](#).

Q. What if I need to be reimbursed for an amount less than the amount on the receipt?

A. You can alter the amount due to the employee by entering in the lesser amount on the expense type. For meal per diems, additional deductions can be applied. See the MyExpenses training for the related video/quick start document [here](#).

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APPROVALS, RETURNED REPORTS, TRACKING, ETC.

Q. Who needs to approve my reports? How can they approve them?

A. All reports will require approval by the Financial Transaction Approver and either your supervisor's approval (if GL funded) or the Task Manager (if grant-funded). Reimbursements will also be approved by PCPS. Approvals are done electronically via email, mobile devices, or by logging into the system. See the MyExpenses training for the related video/quick start document here.

Q. How can I reassign a report in my approvals folder to another approver?

A. If you need to reassign a report to another approver (i.e. your Chair/Director's approval is required on all travel for his/her budget), you can do so by selecting the report in your approvals folder and then selecting "Reassign" under the options. See the MyExpenses training for the related video/quick start document here.

Q. How can I find where my reports are within the approval process after I submit them?

A. You can track your report by selecting it within the expenses Submitted Last 90 Days section on your main MyExpenses page. Select the Tracking button. This will let you see where your report is in the approval process, if it has been approved for payment, and if payment has been issued.

Q. How can I withdraw a report after I have submitted it?

A. Go to the expenses Submitted Last 90 Days section of your main MyExpenses page and select the Recall button. This will return the report to your Draft expenses folder, where you can either delete the report or edit and resubmit.

Q. I received an email stating that my report had been returned to me. What should I do?

You can find returned reports by selecting the Returned expenses section on your main MyExpenses page. Then select the applicable report and open it to see the comments provided at the bottom.

PCARD RECONCILIATION

I used my PCard. When will I be able to see the transaction in MyExpenses? Who can see the transaction?

A. A daily feed from US Bank will import transactions into MyExpenses of all transactions that have been posted by the merchant. A cardholder will only see their own PCard transactions; if a cardholder has a delegate(s), they will also see the transactions in the cardholder's profile.

Q. How often should I reconcile my PCard transactions? Is there a specific schedule?

Cardholders should create a PCard expense report each for the prior week's transactions. Cardholders must reconcile by the end of the bank cycle, which is the 15th of the month. There will not be a schedule to follow like the current mapping schedule.

Q. I have a WVU PCard and a WVURC PCard. Will the information look different in MyExpenses? Do I need to follow a different process for each?

A. Cardholders will be able to see the name of the card feed (i.e. WVU or WVU Research Corp) with the transaction details in MyExpenses. The reconciliation process is the same regardless of the card type.

Q. Can I apply any funding string to my transactions?

A. Cardholders with both types of cards can include all of their transactions to the same report; however, cardholders can not mix and match the funding — WVU funding cannot be used on WVURC cards, and WVURC funding cannot be used on WVU cards.

Q. Which report type should I use?

A. The "PCard Reconciliation ONLY" report is used when no travel/reimbursement is involved. If the PCard was used during travel and reimbursement (i.e., meal per diem or mileage) is needed, you can use the Travel Report and reconcile the PCard transactions associated with the trip on that report.

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A. Transactions will hit the budget after the reconciliation report has been approved by all necessary approvers and then exported to MAP.

Q. What do I need to attach for each transaction?

A. You will need the itemized receipt, business purpose, and funding for each transaction.

Q. Is a business purpose still required?

A. Yes. Each transaction's business purpose must be included in the Notes field in the report.

Q. Do I need to keep my paper receipts?

A. Original PCard receipts will need to be kept for a short period of time. The WVU/WVURC PCard Record Retention Policy for details.

Q. I have an unallowable transaction on my PCard. What should I do?

If you have made an unallowable purchase on the PCard, the transaction will still need reconciled in MyExpenses. The receipt and proof of reimbursement will need to be attached to the report and the unallowable purchase will need to be reported to PCardAdministration@mail.wvu.edu.

Q. A transaction is listed in MyExpenses under my name, but I did not use my PCard. What should I do?

A. If the transaction that was placed on your PCard was not charged by you, you will need to contact the bank immediately to report an unauthorized transaction. For steps to follow for that process, visit: procurement.wvu.edu/payment-services/pcards. The transaction will still need to be reconciled in MyExpenses, but a note can be added that it was a fraudulent charge.

Q. I can not get an itemized receipt. What should I attach to the report?

A. If an itemized receipt is not available, you will still be required to complete an exception form to attach to the report. That form can be found here: procurement.wvu.edu/payment-services/pcards.

COMBINING PCARD TRAVEL TRANSACTIONS AND TRAVEL REIMBURSEMENTS

Q. What if someone else paid for my travel expenses on their PCard?

A. The cardholder who paid for your travel expenses will need to reconcile those transactions themselves. You can use the Notes field on your reimbursement expense report to notify approvers of the expenses paid on the other employee's PCard.

Q. When should I reconcile my PCard expenses related to a business trip?

A. The timing of your reconciliation will depend on how close to the trip transactions were charged to your PCard. For example, if you booked your airfare and conference registration months before you would return from your trip, you will need to reconcile those charges in the normal PCard reconciliation process/timeframe. For those expenses that were charged on your PCard during the trip (i.e. rental car, hotel, parking), you can simply add those to your Travel report type.