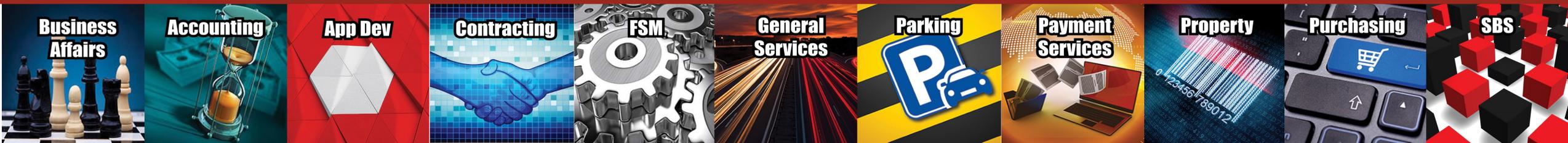


A Journey in Implementing Chrome River PCard and Beyond





Agenda

- Pcard/Travel Project Objectives
- Why Emburse Chrome River
- Configuration Challenges
- Open Discussion
- Supported Functionalities/Integrations
- Configuration/Ethos Discussion
- User Interface/Basic Navigation
- Questions

Project Objectives

- Elimination of paper- no more mailing in logs and receipts.
- Working within a single system for all PCard reconciliation and Travel reimbursement processes.
- Automatic application of Compliance Rules. Ensuring compliance to policy based on expense type, transaction amount, funding source, and more.
- Integrate to Banner via ETHOS



Benefits of Emburse Chrome River

- Partnership with Ellucian
- Cost effective option.
- Travel system does not require the use of an institutionally dedicated Travel Agent
- No download required for use; online web application accessible through any web browser on a computer, tablet, or smart phone.
- Accessible to all employees through Single Sign On (eRaider).
- System enforces policy on every purchase by running compliance rules based on the expense type, transaction amount, funding, and more.
- User friendly interface easily navigated.
- Administrative functionalities allowing for local configuration changes minimizing support tickets.



Unique Configuration Challenges

Multiple State Agencies (4) using a single instance of Chrome River and Banner.

Texas Tech University, Texas Tech University Systems, TTU Health Sciences Center, and TTU Health Sciences Center El Paso are (4) separate state agencies with (4) Charts of Account sharing a single instance of Banner.

We are geographically diverse agencies, supporting various missions while servicing very diverse constituencies.

We sought a partner who could accommodate all agencies in a single instance of their product using an ETHOS integration to Banner.

We are a challenge to any vendor.

Initial Configuration Phase

Starting in July of 2019 teams representing TTU-S, TTU, TTUHSC, and TTUHSC El Paso joined together to concurrently configure and implement both a PCard and Travel system.

All agencies entered the project handling PCard reconciliation thru paper based processes. Receiving paper expense reports/receipts with physical signatures that had to be mailed to our offices.

For Travel all agencies currently have an robust inhouse developed online Travel System which allows for electronic submission of application/vouchers, approval routing and posting to Banner.



Initial Configuration Phase

- The complexity of configuring a new Travel system with no functionality losses, while configuring and implementing an entirely new electronic process for PCard resulted in a set of struggles and challenges that caused substantial delays in the project. A new approach was needed.
- The new approach was to break the project into three parts.
 - PCard
 - Travel
 - Executive Card for TTU-System
- After a year and a half of collaboration, all agencies successfully implemented a Chrome River Production environment for PCard expense reports on 1/4/2021.
- Finalization of Executive Card integration timeline is currently being determined
- Target go-live for Travel is October 2022.

Open Discussion

Where are you in your Pcard/Travel Journey

- Why are you here?
- Want to talk integration?
- Configuration?
- Our Experience?



Feed Chrome River!

What information does the system need?

- **Person Feeds** – All active employee records from Banner are uploaded to the CR System twice a day. Each active employee has their own Chrome River system record/dashboard to create and submit expense reports.
- **Matter Feeds** - All valid FOP combinations from Banner are uploaded to the CR system twice a day. This ensures that end users can search for the appropriate allocation when reconciling their PCard transactions.
- **Transaction Feeds** – Collaborated with Citibank to send posted transaction file feeds to the CR system. Transactions are fed to Chrome River the day after the posting date and go directly to the dashboard of the employee who incurred the expense for reconciliation.



Functionalities Supported by Emburse Chrome River

The following are the out of the box Chrome River functionalities:

1. Data Feeds (Person, Allocation and Entity)
2. Ability to enforce policy on every purchase by running compliance rules based on the expense type, transaction amount, funding and more.
3. Auto transaction feed from Citi Bank to customer's dashboard (eWallet)
4. Electronic receipt uploads
5. Validations against Banner data (FOP, Professional Society list, etc.,)
6. Electronic Approval Routing
7. OCR capabilities



Functionalities Supported by Emburse Chrome River Via ETHOS

The following are the out of the box Chrome River functionalities (using ETHOS)

1. Budget Check
2. Encumbrance Creation
3. Encumbrance Liquidation / Final Liquidation
4. Invoice Creation
5. JV Creation



Configurations

- Banner Profile
 - FOMPROF setup
 - Functional account and Banner Finance access
- GORICCR Integration configuration
- ETHOS Integration Configuration
- Custom Document Prefix for Encumbrance and Invoice



ETHOS Integration Configuration

- Data models required by Emburse Chrome River:
 - account-funds-available
 - accounting-string-component-values
 - accounting-string-components
 - accounting-string-formats
 - accounts-payable-invoices
 - persons-credentials
 - purchase-orders
- Create and Configure an Application Record for Authoritative Source Application



ETHOS Integration Configuration

Chrome River Travel System - UDEV

Chrome River Travel System - UDEV

Application ID:
0e030082-f057-4a09-9a8b-737bb620aef9

Application Created Manually, Pick Catalog to Associate

Catalog App 

API Keys (2)

Owned Resources (0)

Credentials (2) 

Request Routing

Subscriptions (3)

GraphQL Resources (0)

Tags (0)

API Keys

This is a list of the API Keys for this application. Here, you can add more API Keys as well as delete existing keys.

[ADD API KEY](#)

API Key 

Added By

Added On

Actions

*****.*****.*****.*****.*****

abiksr@ellucian.me

3/12/2020, 12:50:57 AM UTC



*****.*****.*****.*****.*****

abiksr@ellucian.me

12/18/2020, 09:33:52 PM UTC





GORICCR Integration configuration

- “Banner Ellucian Travel and Expense Management powered by Chrome River Integration Guide”
- GORICCR records can be updated via integration manager or SQL
 - HEDM_FIN.FUNDS_AVAILABLE
 - HEDM_FIN.PROC_INVOICE_PAY
 - HEDM_FIN.TRAVEL_INVOICE_PAY
 - HEDM_FIN.TRAVEL_ENC_CREATE
 - HEDM_FIN.TRAVEL_ENC_ADJUST
 - HEDM_FIN.TRAVEL_ENC_CLOSE

GORICCR Integration configuration

✕  TEXAS TECH UNIVERSITY SYSTEM Integration Configuration Settings GORICCR 9.3.16 (UDEV) (TTU)

Process: HEDM_FIN.TRAVEL_INVOICE_PAY HIGHER EDUCATION DATA MODEL FOR INVOICE TRAVELINVPAYABLE Setting: BANK_CODE EEDM GL TRANSACTION DEFAULT BANK CODE

▼ INTEGRATION CONFIGURATION SETTINGS

Configuration Settings

Setting:	BANK_CODE	...	EEDM GL TRANSACTION DEFAULT BANK CODE
Sequence:	<input type="text"/>		
Value: *	NOT_IN_USE	...	
Description:	<input type="text"/>		
Translation:	travellInvoicePayable		

⏪ ⏩ 1 of 1 ⏪ ⏩ | 1 Per Page

GORICCR Configuration – ETHOS API Management

ellucian. HOME WHAT'S NEW INSTALLATION CONFIGURATION TROUBLESHOOTING

Configuration UDEV Environment ⓘ

API Settings ISO Code Mappings EMS Settings Events

accounts-payable-invoices ⓘ Health ⓘ Resource events Save

Search resources

- Finance
 - Accounts Payable
 - accounts-payable-invoices**
 - Budgeting
 - Fixed Assets
 - General Ledger

Name	Type	Ethos Value	Source Value
> Approval override for trans type Direct Invoice	configuration	directInvoice	UPDATE_ME
> Approval override for trans type Proc Invoice	configuration	proclnvoice	UPDATE_ME
> Approval override for trans type Travel Invoice	configuration	travellnvoice	UPDATE_ME
> Bank code	default		UPDATE_ME



Banner Profile - FOMPROF

- Fund and Orgn Security
- NSF Override
- Invoice Access

TEXAS TECH UNIVERSITY SYSTEM User Profile Maintenance FOMPROF 9.3.1 [MC:11.0] (UDEV) (TTU)

User ID: TT_INTG_ETHOS [Start Over](#)

User Profile Maintenance Procurement Maintenance

USER PROFILE MAINTENANCE Insert Delete Copy Filter

User Name *	<input type="text" value="TT_INTG_ETHOS"/>	Master Fund	<input type="text" value="Both - Query & Posting"/>	
Budget ID	<input type="text" value="..."/>	Master Organization	<input type="text" value="Both - Query & Posting"/>	
COA *	<input type="text" value="H"/>	ID	<input type="text"/>	
Organization	<input type="text" value="..."/>			
	Country Code	Area Code	Phone Number	Extension
Phone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Fax	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email	<input type="text"/>			



Custom Document Prefix for Encumbrance and Invoice

- Unique System ID on FTMSDAT
- Document Prefix on FOMFSEQ
- Update GORICCR - HEDM_FIN.TRAVEL_ENC_CREATE, HEDM_FIN.TRAVEL_ENC_ADJUST, and HEDM_FIN.TRAVEL_ENC_CLOSE to reflect the new SYSTEM_ID
- The same process can be done for Custom Invoice numbers as well



In-House Processes

- Feeds
- Custom .net application to create JV
- Scripts to feed additional information (Professional Society list is an example)
- Paid Expense Feed
- Reports



ETHOS errors

Error Message	Cause/ Resolution
User profile not found	FOMPROF Record is not setup
General Encumbrance cannot be invoiced. Encumbrance has been closed. Invalid combination of address type and sequence for vendor. Or Invalid combination of address type and sequence for vendor.	The vendor address type and sequence combination isn't valid
Encumbrance does not exist in the fiscal year in which the invoice transaction date falls	Make sure Posting is running and Encumbrance is posted before an invoice can be created
Invalid Bank Code (Texas Tech wanted to use a different bank code for invoices)	HEDM_FIN.TRAVEL_INVOICE_PAY - BANK_CODE should be set as "NOT_IN_USE" with translation "travelInvoicePayable" AND pass in the bank code in payload
ERROR Account 710602 is invalid. (But this is a valid Account code)	This error can happen whenever the accounting string is malformed. Make sure there are NO spaces in the accounting string.
User is not authorized to post with the entered Rule Class	<p>If you are using rule security, then users need to have a rule group assigned to them on FOMUSRG. As well, the rule code must be in the rule group on FOMRGRC, that is then assigned to the user on FOMUSRG.</p> <ol style="list-style-type: none"> 1) Rule group security is turned on in FOASYSC. 2) Rule codes are assigned to Rule Groups on FOMRGRC 3) Rule groups are assigned to users on FOMUSRG <p>You may also need to assign the rule group to a form or process on FOMPRRG. See article 000022451.</p>

Helpful Links and Documentation

- https://resources.elluciancloud.com/bundle/ethos_integration_acn_configure/page/c_connect_banner_ethos.html
- https://resources.elluciancloud.com/bundle/ethos_integration_acn_configure/page/c_set_up_app_ethos_int.html
- Banner Ethos API Handbook 
- Banner Ethos API Installation Guide 
- Banner Ellucian Travel and Expense Management powered by Chrome River Integration Guide 
- Postman Collection for Chrome River
- Chrome River and GORICCR configuration – Commonly asked questions 



User Interface & Basic Navigation

Jo Anna Perez Barela
Texas Tech University

eWallet

Unused Items

0 Credit Card Items

0 Receipts

Approvals

Approvals Needed

37 Expense Reports

Expenses + Create

0
Draft

0
Returned

0
Submitted
Last 90 Days

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

Contacts

For PCard & Travel expense management and processing assistance, please contact:

Celeste Ramirez	PCard Section Coordinator	(806) 743-3565	pcard@ttuhsc.edu
Veronica Vasquez	Travel Section Coordinator	(806) 743-1692	travel@ttuhsc.edu
Jo Anna Barela	Analyst II (PCard/Travel)	(806) 743-7356	joanna.barela@ttuhsc.edu
Monica Orosco	Analyst (PCard/Travel)	(806) 743- 1871	monica.orosco@ttuhsc.edu
Lora Turpin	Associate Managing Director	(806) 743-7932	lora.turpin@ttuhsc.edu

PCard

WARNING, FRAUD ATTEMPTS: There has been an increase of attempted fraudulent transactions on TTUHSC PCards. Please check your account and make sure that your PCard is locked and secured. If you are contacted by CitiBank, please answer or return their call immediately. Notify the PCard Office if you have any concerns or have been notified that your account has been compromised.

For more PCard updates, please visit our [homepage](#).



User Interface & Basic Navigation

- **Welcome Page** (right side): Customizable by institutional Chrome River admins and can be updated as needed.
 - This page can include any information that administration determines is helpful to end users. In addition to our logo, we have included contact information, PCard links, helpful instructions, and training links.
- **eWallet** (top, left side): Chrome River's eWallet is the user's electronic wallet that contains PCard transactions pending reconciliation and electronic receipts.
- **Approval bar** (left side): If the user has any reports pending their approval, they will be displayed in the orange approval bar. If there are no pending approvals, the approval bar will not appear.
- **Expense Report bar** (left side): This area provides the user to all expense reports in the following phases:
 - **Draft:** In progress reports that have not been submitted
 - **Returned:** Submitted reports that have been returned to the user for correction
 - **Submitted:** All submitted reports with verification of report status

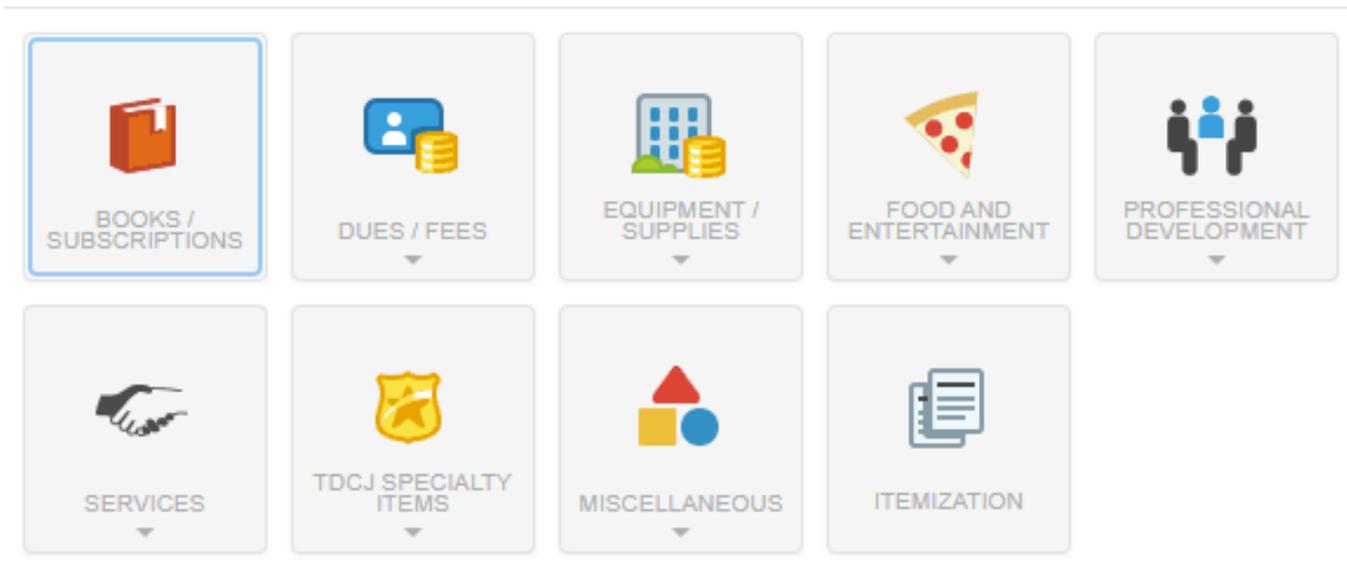


User Interface & Basic Navigation

- **Navigation Bar** (top of page): Always visible to the end user and includes the following components:
 - **Menu:** Provides access to pending approvals, eWallet, eReceipts, all report folders (draft, returned, submitted), reporting/analytics, administrative settings, and Chrome River Help Desk
 - **Chrome River logo:** Clicking on this logo will always take you back to the main dashboard
 - **Help Center link**
 - **Admin Settings link:** Only visible to users with admin rights
 - **User Name with dropdown menu:** Top right corner verifies user dashboard and allows the employee to switch between accounts and/or adjust account settings. Account settings include email settings, notifications settings, and the ability to grant delegate rights to another employee.
 - Delegate: Have full access to an account to create and submit expense reports and will receive copies of email notifications regarding returned reports and/or adjustments. No approval authority.
 - Approval Delegate: Have temporary approval rights during a specified time frame

Expense Reports for PCard Reconciliation

- **Expense Types:** Every transaction added to a report must be assigned to the appropriate expense tile. The tiles were configured with the appropriate accounting codes to ensure the purchase is correctly categorized/allocated.
 - If there are multiple account codes that could apply to an expense type, the user is provided with all accounting code options and can choose the most appropriate one. See [Account Code Reference Sheet](#) - TTUHSC's expense tile configuration houses over 100 account codes.
 - If a single credit card transaction requires allocation to multiple account codes, Chrome River System has "Itemization" functionality that allows the user to split a single transaction with the appropriate amounts to separate expense tiles.



Expense Reports for PCard Reconciliation

 **Copies / Printing**

Date 

Spent

Business Purpose

Description Optional

Allocation

 Add Allocation  Presets

- **Expense Forms:** Once the expense type is assigned to the appropriate expense tile, the required information to appropriately reconcile the credit card transaction must be entered.
- Form fields (or UDAs) and requirements were individually configured by expense type, based on institutional and State requirements for the type of purchase that was made.
- Although form information requirements can vary, all forms will require the following:
 - **Date & Spend** – verified by the credit card transaction & cannot be altered
 - **Business Purpose** – justification/benefit to the institution
 - **Allocation** – searchable list of all valid FOP combinations (Matter Feed)
 - **Receipt/Attachment** – All supporting documentation for the transaction
- When the form requirements are fulfilled, the user will **Save** and the credit card transaction will be added as a line item to the expense report.

Expense Reports for PCard Reconciliation

- **Expense Compliance:** Compliance rules were created to enforce purchasing guidelines, ensure compliance with funding restrictions, obtain further information, and/or communicate proper procedures or required corrections when applicable. Any of the expense form and/or transaction variables (such as expense type, transaction amount, FOP allocation, and date) can be utilized to create one of the following types of rules.
 - **Compliance Warning:** Additional information is required before the expense report can be submitted for approval. User must provide a reply to the warning or modify report data (if there is an error) to move forward.

 **Prohibited Sales Tax - Confirm Correction of Charge** #289Ha

State of Texas sales tax charged by a vendor must be corrected immediately. Confirm if a credit has been obtained from the vendor or if a personal reimbursement to the institution will be submitted.

RESPONSE

Vendor would not credit; reimbursement check mailed to PCard Admin. 



Expense Reports for PCard Reconciliation

- **Compliance Violation:** Expense report cannot be submitted for approval based on firm policies defined in the system. Submit button will be deactivated and user is required to make changes to submit the report. For example, our institution does not allow Food & Entertainment expenses on State funds and would require the user to provide a local FOP instead.

 **Local FOP required for this expense type**

#272H

A Local FOP is required for this expense type. State, HEAF, Federal and Grant Allocations are not allowed. Please correct.



Expense Reports for PCard Reconciliation

- **Report Submission:**

The user will continue to add credit card transactions to their expense report until complete.

When finished, user clicks Submit button for overview of the expense report and submission confirmation.

Once confirmed, the report will be routed for full approval and can be located on the expense owner's dashboard in the Expense Bar (submitted folder) for tracking.



Expense Reports Routing, Tracking, and Approval Methods

- **ROUTING:** TTUHSC put the following routing/approvals in place for PCard expense reports, but all Chrome River customers have flexibility to customize their expense report routing/approvals.
 - **Cardholder Approval** (individual notified by email): Required when the expense report is created/submitted by a delegate on behalf of the cardholder. If cardholder submitted their own report, the report submission serves as their approval and routing will begin at the next step.
 - **Automated Budget Check:** All report line items must pass budget check. If any line items have insufficient funds, the system will return the expense report to the Cardholder's dashboard.
 - **Supervisor Approval** (individual notified by email): Supervisor verified on the expense report header by the user.
 - **Fund Manager Notification:** Email notification to the Fund Manager, no action required.
 - **PCard Admin Approval**
 - **Expense Report Exported to Banner**
- **TRACKING:** After an expense report has been submitted, the status of the expense report line items can be tracked on a line item level by the cardholder, their delegate, or Admin.



Expense Reports Routing, Tracking, and Approval Methods

- **APPROVAL METHODS:**

- **Email Approval:** Expense Reports can be Approved or Returned directly through email.
 - Approvers receive an automated email when a submitted expense report has been assigned to them. The email will verify all expense report information (expense types, amounts, allocations, etc.), provide a link to view the uploaded supporting documentation, and an option to ACCEPT or RETURN.
 - After review, clicking ACCEPT or RETURN will automatically generate an email that must be sent in order to apply the appropriate action to the report in the Chrome River system.



Expense Reports Routing, Tracking, and Approval Methods

- **Chrome River Dashboard Approval:** For a more thorough review of the report and ability to make adjustments or corrections on a line item level, approval through the Chrome River dashboard is recommended.
 - Dashboard will display an orange Approval Bar at the top of the Approver's dashboard. Click **Expense Reports** in the Approval Bar to view the **Approvals Needed** list. Approvers have the ability to review each individual line item with the following options:
 - RECONCILE: Marks the expense as okay and ready for approval
 - REASSIGN: Assign the line item to another approver
 - ADJUST: Allows adjustment to the business purpose, allocation, and/or uploaded documentation. Adjustment comment is required to verify reason for correction.
 - RETURN: Return the expense line item to the dashboard of the cardholder for changes.

After expenses have been reviewed and adjusted (if necessary), click SUBMIT button to approve.



Contact Information



Thank you !!!

Questions?

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