WICHITA STATE
UNIVERSITY
FINANCIAL OPERATIONS
AND BUSINESS TECHNOLOGY
Accounts Payable

Chrome River User Manual

INTRODUCTION TO RECEIPTS

There are multiple ways to upload receipts to Chrome River: Email, Scan or Fax. Receipts will need to be attached to individual expenses, regardless if they are loaded as a group or individually. Receipt images files are accepted in the following formats: JPG, PDF, PNG, and TIFF. Chrome River's recommended settings are Black and White, 300 dpi. Files cannot be larger than 10 MB for individual receipts or 100MB for multiple receipts. Additionally, Chrome River uses OCR (Optical Character Recognition) which can identify data elements from your receipt such as: date, vendor and amount.

Receipt Image Specs

Below are specifications for preparing receipt images to upload to an expense report; these tips will also optimize OCR results (Optical Character Recognition).

• Place receipt(s) on a white background. Colors and black may lead to poor results.
• When photographing multiple receipts, orient them all in the same direction.
• Leave a gap of at least 1.5 inches between receipts.
• Photograph hotel receipts separately.
• Hold the device steady when taking the photo.
• Make sure no other objects are visible in the photo.
• Do not use flash. Be sure there is no glare on the receipt that obscures the data.
• During the image-attachment process, select the size (Small, Medium, Large, Actual Size) that's closest to 500 KB.

Troubleshooting

Submission Fails: Faxed and emailed receipts trigger a confirmation email that reports the success or failure of the submission. If the submission fails, the email will list the reason—for example, no cover page or illegible Report ID Code (QR Code).

Attachment Fails: Occasionally, a receipt image will not attach properly. If this occurs, the application will return the file by email to either the submitter or the WSU Administrator. If the file is larger than 5 MB, it will not be included as an attachment in the email.

Report ID Code Issues: If a receipt is returned but appears to be formatted properly, make sure the Report ID Code (QR Code) is clear and not obstructed. In some cases, the QR code may contain a significant amount of "noise"—the variation of brightness or color information in an image that appears as randomly occurring black or white pixels. If the QR code is not able to be read by the Chrome River QR code reader, it may reject the file.

Rescanning or reprinting the cover page and receipts at a higher resolution with the quality controls set at "fine" will typically resolve this issue.