

At times, an approver may determine that the expense type chosen on a report is wrong and needs to be corrected. When this happens, the approver has the option to return either the entire report or the individual expense item, to the expense owner. Then, the expense owner can make the necessary correction and resubmit either the report or the individual expense. The steps to do this are:

### Returning an Expense Report to an Expense Owner (performed by Approver)

#### OPTION 1 – Return the Entire Report

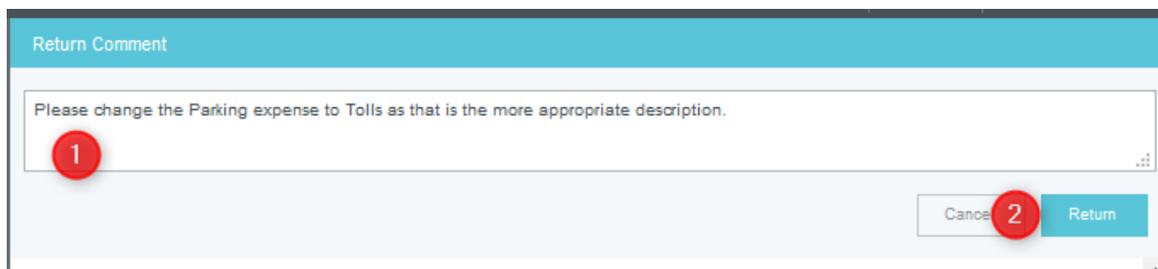
1. Within Chrome River, click on Expense Reports on your Approval Ribbon.



2. Select the report that contains the expense that needs to be returned for correction and then click the Open button that is at the top of the right panel.

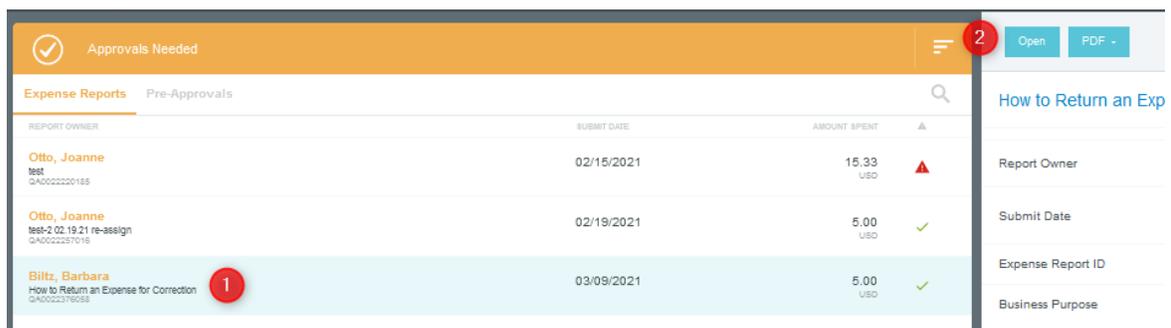


3. Enter a return comment and then click Return.

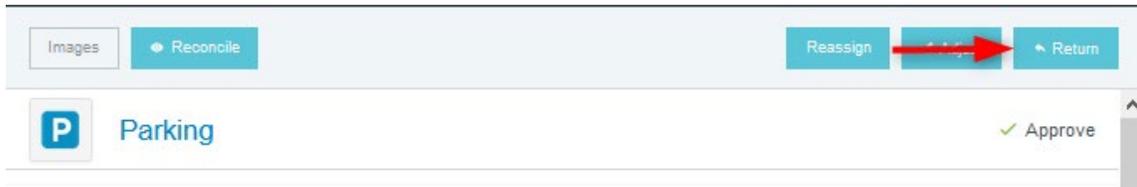


#### OPTION 2 – Return Individual Expenses on a Report

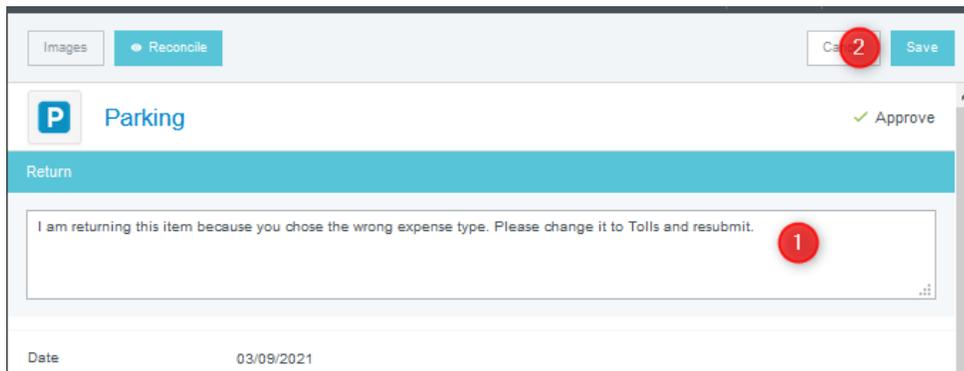
1. Within Chrome River, click on Expense Reports on your Approval Ribbon and then select the report that contains the expense that needs to be returned for correction and then click the Open button that is at the top of the right panel.



2. Within the panel on the left, locate the line item expense that needs to be corrected. Select it by clicking on it, and its details will open in the panel on the right.
3. Click the Return button that is in the upper right corner.



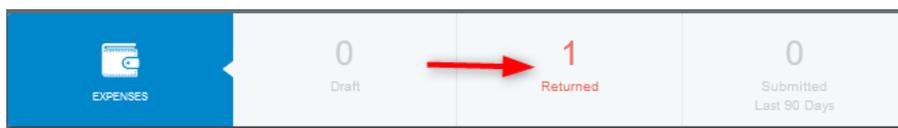
4. Enter a return message and then click Save.



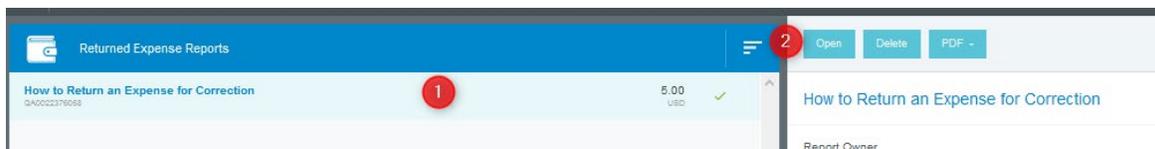
5. Repeat steps 2, 3, and 4 for all expense lines that need to be returned to the expense owner.
6. Click the green Submit button that is in the lower right corner of the left panel and then click the Submit button on the confirmation that appears on the right panel. By doing this, you will have returned the expense items that need to be corrected and approved the expense items that you did not return. Once the expense owner corrects the individual line items and resubmits them, you will be able to approve those items. Once approved, the items will reconnect to the already-approved line items, before the report is exported to Banner for payment.

### Correcting a Returned Expense Item (performed by Expense Owner)

1. Within Chrome River, click on Returned within your Expense Ribbon.



2. Select the report that you need to correct, by clicking on it in the left panel, and then click the Open button at the top of the right panel.

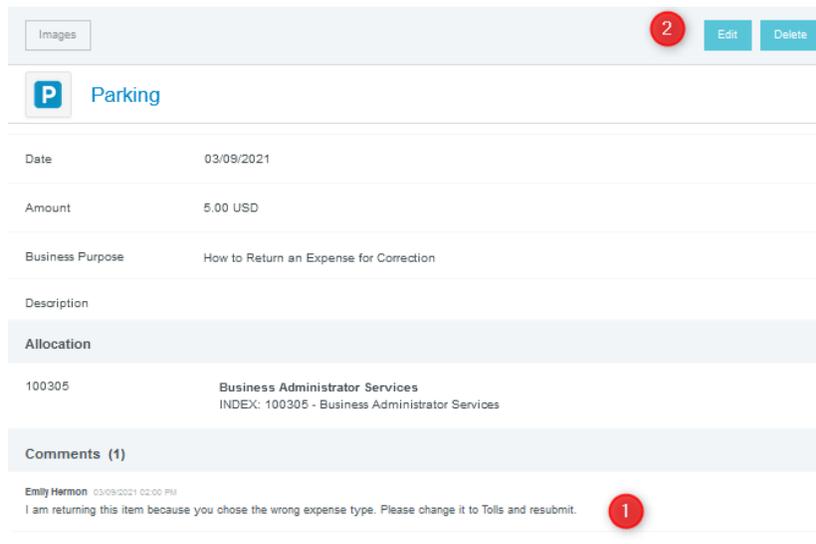


3. If your approver has returned your entire report, their comments will appear in the Comments section that is on the right panel. Review any comments to determine what expense item the approver would like you to change. Find that expense item in the left panel and select it (click on it) to open its details in the right panel. Then go to step 5, below.

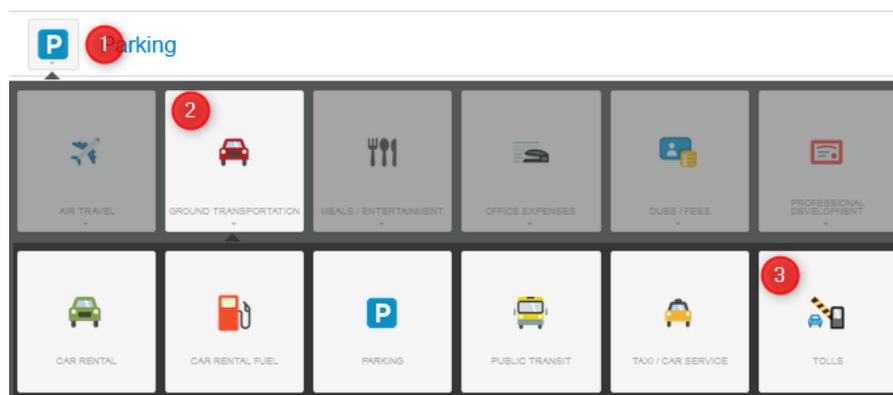
- If your approver has returned one or more individual line item expenses on your report, there will be a blue note icon on that expense item's line in the left panel. Select (click on) that expense item. This will open its details in the right panel, where you can see the note entered in the Comments section.



- The details of the expense will open in the right panel, where you can see any note entered in the Comments section. To edit the expense, click the Edit button.



- Once the item has opened for editing, click on the expense type's icon. This opens a tray that shows all of the expense tile/drawers available. Locate the needed tile/drawer and then click on the correct expense type for the line item.



- If necessary, complete any required fields for the new expense type and then click Save.
- Click the green Submit button that is in the lower right corner of the left panel and then click Submit on the submit confirmation that appears at the top of the right panel.
- The expense report or item will now resume routing through the approval queue.