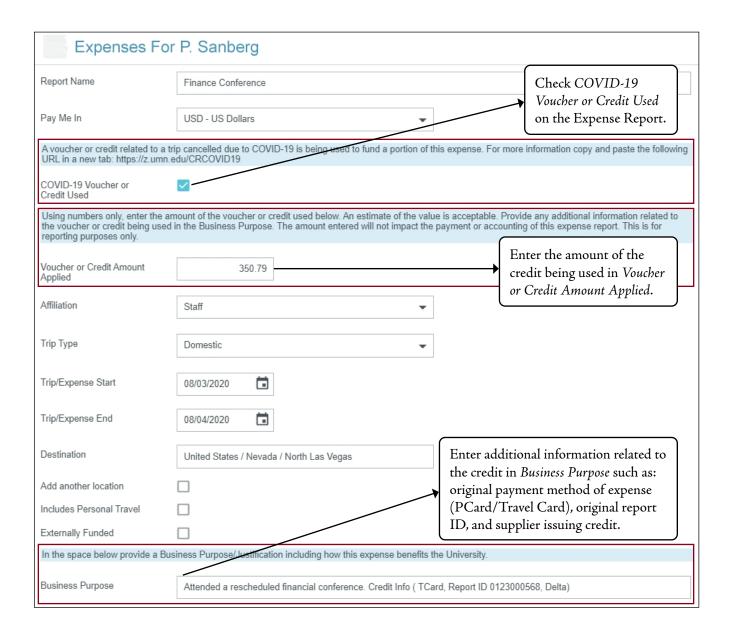# Applying Credits or Vouchers to Chrome River Expense Reports (COVID-19)

Credits or vouchers are issued to individual travelers by a supplier when a trip has been canceled or delayed. In these situations, suppliers issue a credit or voucher, similar to a gift certificate, to the individual for future use. For example, a credit was issued to an individual traveler as compensation for a trip that was canceled or delayed due to the COVID-19 pandemic.

When creating a new Expense Report, indicate a credit or voucher has been applied towards a new trip by selecting the *COVID-19 Voucher or Credit Used* checkbox, entering a *Voucher or Credit Amount Applied*, and entering an explanation about the applied credit in *Business Purpose*.

Check *COVID-19 Voucher or Credit Used* on the Expense Report.

Enter the amount of the credit being used in *Voucher or Credit Amount Applied*.

Enter additional information related to the credit in *Business Purpose* such as: original payment method of expense (PCard/Travel Card), original report ID, and supplier issuing credit.

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Applying Credits or Vouchers to Chrome River Expense Reports (COVID-19) (cont.)

IMPORTANT CONSIDERATIONS

❑ What impact will the amount entered into the *Voucher or Credit Amount Applied* field have on the total amount of the Expense Report?

- ✦ It has no impact. The amount entered into this field will be used for reporting purposes only. It will not change the amount of the Expense Report or alter the accounting on the Expense Report in any way.

❑ What happened to the original expense?

- ✦ An original Expense Report already captured the incurred expense for the canceled or delayed trip. **Do not record these expenses again in a different expense report.** For example, P. Sanberg's Delta airfare expense ($350.79) was reported on Report ID 0123456. When P. Sanberg applies the airline credit on Report ID 045678, she indicates the credit was applied, she does not claim the expense twice. This would result in a duplicate payment.

❑ Why is it important to track these applied credits?

- ✦ The University has paid for expenses that have not technically been used. Capturing how and when credits are applied allows the University to account for credits, collect the amount of the credit, recognize how the original expense was paid (Travel Card, PCard, Out of Pocket) and serves as an audit trail.

❑ What if the original purpose of the expense has changed?

- ✦ If the *Allocation* for travel has changed, you may need to work with your accountant to make a correction. For example, if the original expense was charged to a sponsored project but now the credit was used for a non-sponsored purpose, an adjustment will need to be done.

❑ What happens if a refund is issued via the Travel Card?

- ✦ If a supplier refunds an expense that was purchased on a Travel Card, they are returning the money to the University. These appear in the *Credit Card* section of *eWallet*. In this case, if the amount was fully refunded on the Travel Card, it should not be processed using the *COVID-19 Credit or Voucher Used* checkbox. Instead, the refund must be reconciled as you would with any transaction for a Travel Card.

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