



Contents

- Introduction 2
- Receipt Upload Methods & File Requirements 2
 - Capturing Receipts with SNAP 2
 - Emailing Receipts 3
 - HTML/PDF Files 3
 - Using a Cover Page..... 3
- Tips & Troubleshooting for Capturing Receipts 3
 - Troubleshooting 4
- Procedure Steps 5
 - Use SNAP to Capture & Upload Receipts..... 5
 - Upload Receipts using the Chrome River Mobile App..... 6
 - Upload Receipts via Email..... 7
 - Create a Cover Page 7
 - Receipt Images 8
 - HTML Receipts 8
 - Use SNAP to Upload Receipts taken with Other Apps..... 9
 - Within SNAP 9
 - Share Images with SNAP 10
 - Upload Receipts to your Receipt Gallery from your Computer 11
- Resources 12



Introduction

When you add a Line Item to your Expense Report you must add a supporting receipt at the same time you create the item. Receipts can be captured using the following methods:

- Using the Chrome River desktop or mobile app
- Using the Chrome River SNAP app
- Via email

NOTE: You must download the Chrome River app and create an account to use it for creating expenses and attaching receipts. Follow the links below to download apps.

Review the job aid for [Creating and submitting an Expense Report](#) for the steps to create the report.

Apps		Links
	Chrome River	iOS Android
	Chrome River SNAP	iOS Android

Receipt Upload Methods & File Requirements

The requirements outlined below generally apply to all file types unless otherwise specified.

File Types	Requirements
<ul style="list-style-type: none"> • JPG • PDF • PNG • OFD • TIFF • HEIC/HEIF (accepted only via Chrome River SNAP) 	<ul style="list-style-type: none"> • JPG and PNG images must be a minimum of 50kB • No file may be greater than 10MB • A single upload may not exceed 10MB (excluding email) • No more than 499 images can be uploaded in a single Expense Report • Email files may not exceed 100MB

Capturing Receipts with SNAP

The free Chrome River SNAP app enables you to take/store photos of receipts in the Receipt Gallery without having to store them on your phone, saving you valuable memory space. SNAP stores your images in the Receipt Gallery and uploads them to Chrome River when there is an internet connection.

SNAP can also be used to upload images taken with another app on your device, such as your camera.

Troubleshooting

Follow these tips when troubleshooting errors:

- **Submission Fail:** Emailed receipts trigger a confirmation email to confirm success/failure of the submission. Review the email for the specific reason for failure, such as no cover page or illegible QR code.
- **Attachment Fail:** If an image fails to properly attach, the system will return the file to you via email. If the file is smaller than 50kB or larger than 10 MB, it will not be included as an attachment in the email.
- **QR Code Issues:** If Chrome River may reject a file if it cannot read the QR code on your cover sheet. If a receipt is returned but appears to be properly formatted, ensure the QR code is clear and unobstructed. Re-scan or re-print the cover page at a higher resolution.



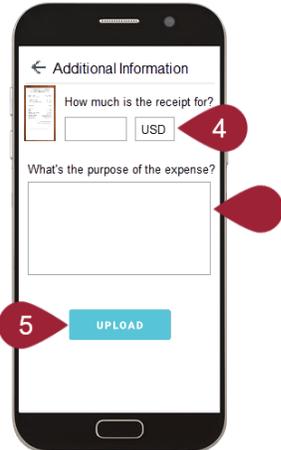
Did you lose your way? Just click the Chrome River logo to refresh your page.





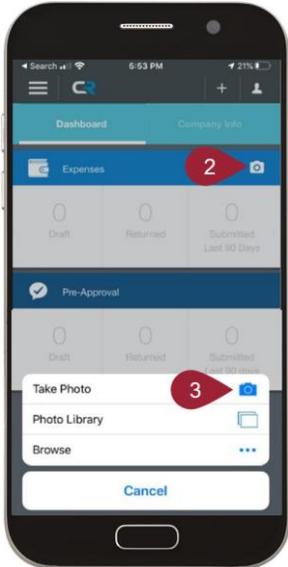
Procedure Steps

Use SNAP to Capture & Upload Receipts

Step	Action
1	Locate and open CR SNAP app on your mobile device. 
2	Hold your device over the receipt and tap the Shutter button. NOTE: You may wish to turn on/off the flash, as needed.
3	Tap Add More Information to add an amount and description, if desired and continue to step 5. Tap Upload to upload the receipt without an amount and description.
	
4	Enter an Amount and Description , if desired.
5	Tap Upload if the image is in frame and in focus. A green checkmark indicates successful upload. NOTE: Click Retry if the upload fails due to connectivity. Otherwise, your file will upload when you have a stronger Wi-Fi connection.
	

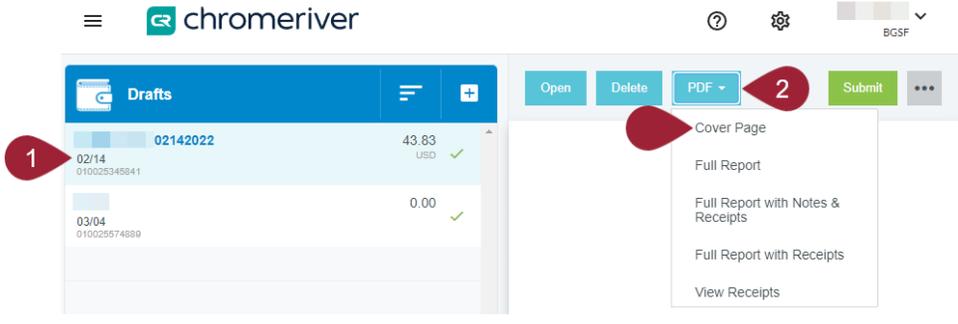
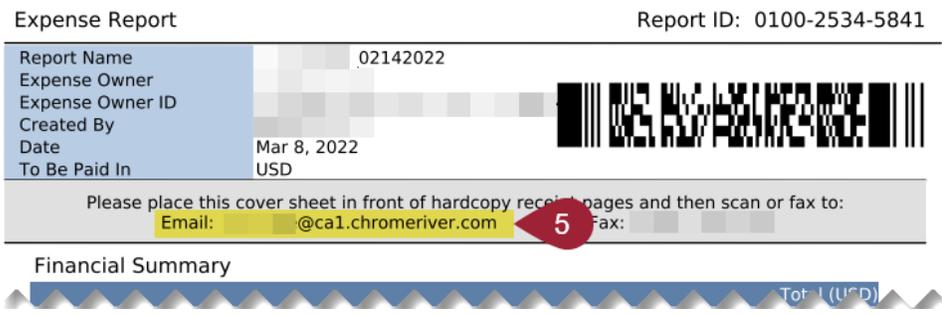
[Return to Top](#)

Upload Receipts using the Chrome River Mobile App

Step	Action
1	Open the Chrome River app on your mobile device. 
2	Click the camera icon in the Expenses heading.
3	Select Take a Photo or Photo Library .
4	<p>Take a photo or select one from your Photo Gallery. The photo will automatically upload to Chrome River. You will receive a confirmation message upon success.</p> <p>NOTE: To limit space, photos taken with the Chrome River app are not stored in your device's photo gallery. Ensure the photos has uploaded successfully and legibly prior to discarding any receipts.</p>
	

[Return to Top](#)

Upload Receipts via Email

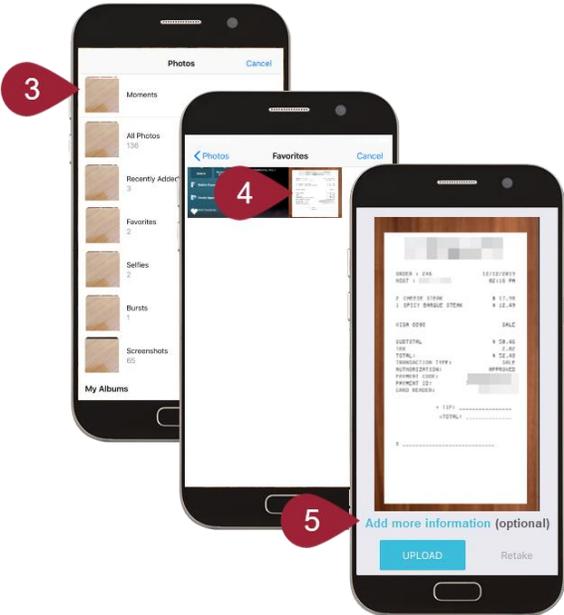
Step	Action
<i>Create a Cover Page (steps 1 - 5):</i>	
1	Log into Chrome River and open the Expense Report . Review Create & Submit an Expense Report if you need help with this step.
2	Expand the PDF button and select Cover Page . The cover page will open in a new window. for you to print or save.
	
3	Print or Save the cover page.
4	Add your receipts behind the cover page to create a receipt packet.
5	Email the packet to the email address indicated on the cover page. Chrome River will attach them to the indicated Expense Report.
	

Upload Receipts via Email (cont.)

Step	Action								
<i>Receipt Images (steps 6 - 8):</i>									
6	<p>Start a new email and enter receipt@ca1.chromeriver.com in the To field.</p> <p>NOTE: The cover page may specify a different To email address. Use the indicated email address, when applicable.</p>								
7	<p>Compose your email in the following manner:</p> <table border="1"> <thead> <tr> <th>Element</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>From</td> <td>Ensure the email address you are sending from is associated with your Chrome River Expense account.</td> </tr> <tr> <td>Subject</td> <td>Enter the amount of the expense (<i>without</i> symbols). If you do not put the expense amount in the Subject line, the amount will be 0.00 when the expense appears in Chrome River online.</td> </tr> <tr> <td>Body</td> <td>Enter a description of the expense.</td> </tr> </tbody> </table>	Element	Action	From	Ensure the email address you are sending from is associated with your Chrome River Expense account.	Subject	Enter the amount of the expense (<i>without</i> symbols). If you do not put the expense amount in the Subject line, the amount will be 0.00 when the expense appears in Chrome River online.	Body	Enter a description of the expense.
Element	Action								
From	Ensure the email address you are sending from is associated with your Chrome River Expense account.								
Subject	Enter the amount of the expense (<i>without</i> symbols). If you do not put the expense amount in the Subject line, the amount will be 0.00 when the expense appears in Chrome River online.								
Body	Enter a description of the expense.								
8	<p>Attach the image(s) of your receipt(s) to the email and click Send. Your images will appear separately in your Receipt Gallery in Chrome River.</p> <p>NOTE: If you upload multiple images in a single PDF file, each image will create its own expense item. However, if the multiple receipt PDF contains any text, it will create a single expense item.</p>								
<i>HTML Receipts (steps 9 - 12):</i>									
9	Forward the receipt email to receipt@ca1.chromeriver.com . Ensure the email address you are sending from is associated with your Chrome River Expense account.								
10	Replace the Subject line with the amount and currency code (\$) or the Report ID .								
11	Enter #note at the beginning of the body. This directs the system to include the first 1,500 characters of your message in the Description field of the resulting expense item.								
12	Click Send .								

[Return to Top](#)

Use SNAP to Upload Receipts taken with Other Apps

Step	Action
<i>Upload from within SNAP (steps 1 - 7):</i>	
1	Locate and open CR SNAP app on your mobile device. 
2	Tap the Photo icon to the left of the shutter button. 
3	Navigate to the appropriate Folder on your device.
4	Select the Image .
5	Tap Add More Information to add an amount and description, if desired and continue to step 5. Tap Upload to upload the receipt without an amount and description.
	

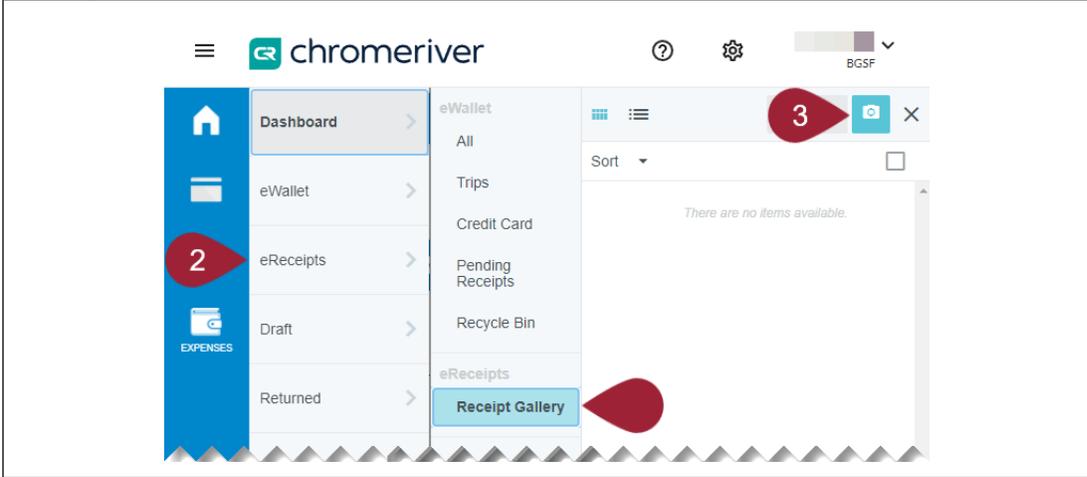
Use SNAP to Upload Receipts taken with Other Apps (cont.)

Step	Action
6	Enter an Amount and Description , if desired.
7	<p>Tap Upload if the image is in frame and in focus. A green checkmark indicates successful upload.</p> <p>NOTE: Click Retry if the upload fails due to connectivity. Otherwise, your file will upload when you have a stronger Wi-Fi connection.</p>
<p><i>Share images with SNAP (steps 8 - 11):</i></p>	
8	Open the Photo Gallery on your device and select the receipt image file(s) you want to upload.
9	Tap the Share icon.
10	Tap the CR SNAP icon.
11	Tap Upload . The image you took with your device will be uploaded to your Receipt Gallery.

[Return to Top](#)

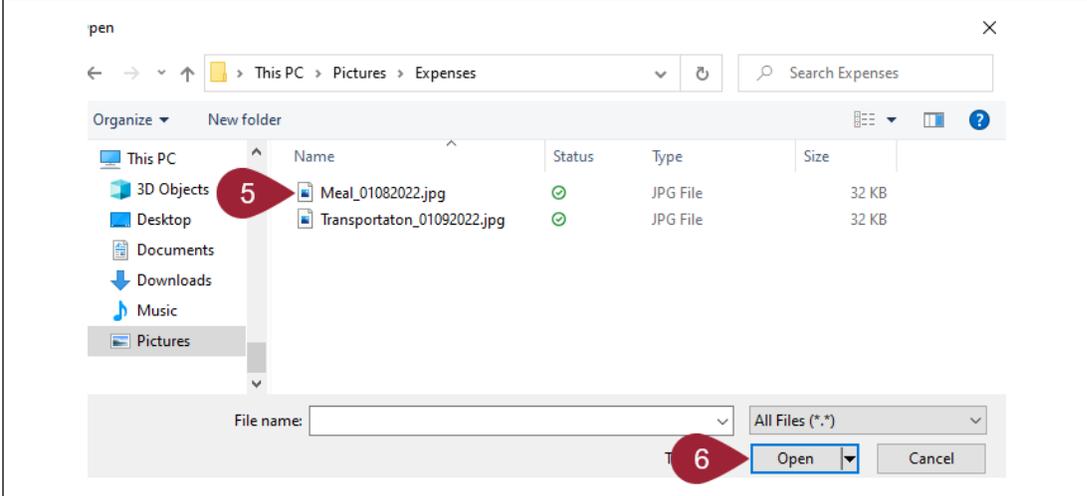
Upload Receipts to your Receipt Gallery from your Computer

Step	Action
1	Log into Chrome River on your desktop.
2	Expand the menu and select eReceipts .
3	Click Upload .



The screenshot shows the Chrome River web application interface. On the left, a blue sidebar menu is expanded to show 'eReceipts'. A red callout '2' points to the 'eReceipts' menu item. In the main content area, the 'eReceipts' sub-menu is open, and a red callout '3' points to the 'Receipt Gallery' button. The 'Receipt Gallery' button is highlighted in blue. The main content area also shows a 'Sort' dropdown and a message 'There are no items available.'

4	Locate and select the related files on your computer.
5	Click Open . Your receipts will now appear in your Receipt Gallery.



The screenshot shows a Windows File Explorer window titled 'pen'. The address bar shows the path 'This PC > Pictures > Expenses'. The left sidebar shows the 'Pictures' folder selected. The main pane shows a table of files:

Name	Status	Type	Size
Meal_01082022.jpg	✓	JPG File	32 KB
Transportaton_01092022.jpg	✓	JPG File	32 KB

A red callout '5' points to the 'Meal_01082022.jpg' file. At the bottom of the window, the 'File name' field is empty, and the file type is set to 'All Files (*.*)'. A red callout '6' points to the 'Open' button.

[Return to Top](#)



Resources

Title	Type	Location
Create & Submit an Expense Report	Job Aid	BGSF Technology Updates > Training Content > Chrome River > Employees & Contractors
View & Track your Expense Reports	QRT	BGSF Technology Updates > Training Content > Chrome River > Employees & Contractors

[Return to Top](#)