Chrome River Implementation FAQs

How do I access Chrome River?
Your Chrome River account can be accessed by selecting the Chrome River task at one.iu.edu.

How do I become a delegate? (see Help in Chrome River for instructions)
- A Traveler can add their own delegate by selecting “Settings” after clicking their name from the Chrome River dashboard
- A Super Delegate can add delegates for their travelers (have your fiscal officer send travelbl@indiana.edu a request to be set up)
- Travel Management Services can help

What if I already have a TA in TEM. How do I complete a reimbursement?
In TEM, search for the TA. Open the tab ‘View Related Documents’. You will see the ‘New Reimbursement’ button at the bottom. Click that and it will take you to the Travel Reimbursement document.

How do I direct bill Egencia, Enterprise, etc.?

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>RESERVATION INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Egencia</td>
<td>Can now be used to direct bill airfare and hotel. The online site will collect the IU Employee ID instead of a Trip ID or DV number. The IU Employee ID for profiled travelers have been populated within Egencia.</td>
</tr>
<tr>
<td>Enterprise</td>
<td>Access the Enterprise Campus Rental booking link from the Travel website homepage</td>
</tr>
<tr>
<td>Hotels.com</td>
<td>No longer available for NEW reservations as of July 11. Use Egencia.</td>
</tr>
<tr>
<td>Designated Travel Agencies</td>
<td>Will require IU Employee ID number instead of Trip ID/DV number.</td>
</tr>
<tr>
<td>Carte Blanche/Classic Touch Limo</td>
<td>Will require IU Employee ID number instead of Trip ID/DV number.</td>
</tr>
<tr>
<td>Direct billed area hotels (for nonemployee travelers)</td>
<td>Will require the Vendor Payee ID of the nonemployee in place of DV number.</td>
</tr>
<tr>
<td>Motor Pool (Bloomington Campus)</td>
<td>Reserve a vehicle through Fleet Services: Fleet Services</td>
</tr>
</tbody>
</table>
Since we don’t have trip ID’s any longer, how will the prepaid airfare, hotel, and ground transportation process work? View the Prepaid Trips in Chrome River Video Tutorial for additional information

- Employee travel – provide the IU Employee ID of the traveler.
- Nonemployee travel – provide the IU Employee ID of the IU employee making the reservation.
- Student group travel – provide the IU Employee ID of the group leader.

Will my ACH carry over?
Yes, your current ACH for travel reimbursements will carry over. If you don’t have direct deposit for travel reimbursements but would like to, here is the link to enroll: Direct Deposit Services

If I have a hotel booked in hotels.com, will it still be available?
Yes, however you cannot book any new reservations or update existing ones in Hotels.com. If you need to change a reservation, either use a personal credit card OR cancel in Hotels.com and book in Egencia.

How do I pay for conference registrations?
- Use your department P-Card
- Use a Prepay Travel DV

How do I prepay a one night hotel deposit?
Lodging for business travel can be charged to an IU account through the Egencia booking tool. Otherwise, if you need to request a one-night deposit to secure a room reservation, you can use a Prepay Travel DV to request the deposit. See your fiscal officer for assistance with creating the DV.