

Chrome River Outages

Authority:	Financial Services
History:	First Issued: 07/25/22
Related Policy:	N/A
Additional References:	Chrome River: Chrome River Production Bank of America Works: https://payment2.works.com/works/home ECU Ready Coop Plan: https://ecu.kuali.co/ready/

Purpose: Process travel reimbursements, non-travel reimbursements and ProCard transactions during a Chrome River outage.

Security Access Needed: Chrome River, Bank of America Works and ECU Ready (COOP) plan

Procedures:

If Chrome River is offline/not operational for more than 10 days, an email will be sent out from Financial Services, via ECU Official, informing the ECU campus community that Chrome River is offline/not operational. Included in this email will be links to the manual forms.

For travel authorization and travel reimbursement, please use the ECU Manual Travel Authorization and Reimbursement form. This form is shown below but is also located on AP's webpage under Payment Information.

All travel deadlines continue to apply regardless of using the manual travel form.

For non-travel reimbursement, please use the ECU Banner Direct Pay form. This form is shown below but is also located on AP's webpage under Payment Information.

[Manual-Form-for-Travel-Authorization-Reimbursement](#)

[Direct payment form](#)

For ProCard purchases, expense owners should continue to gather their ProCard receipts. The below SOP addresses temporary outages (less than 25 days), long-term outages (greater than 25 days) and year end outages (month of June).

[ProCard Chrome River Outage](#)

Standard Operating Practice – ECU Financial Services A/P

Accounts Payable has a disaster recover/ COOP in ECU Ready (see link above). This plan details Accounts Payable department contact and important documents that are needed to process payables manually.