

Troubleshooting

Submission Fails: Faxed/emailed receipts trigger a confirmation email that reports the success or failure of the submission. If the submission fails, the email will list the reason—for example, no cover page or illegible QR code.

Attachment Fails: Occasionally, a receipt image will not attach properly. If this occurs, the application will return the file by email to either the submitter or the firm administrator. If the file is larger than 5 MB, it will not be included as an attachment in the email.

QR Code Issues: If a receipt is returned but appears to be formatted properly, make sure the QR code is clear and not obstructed. In some cases, the QR code may contain a significant amount of “noise”—the variation of brightness or color information in an image that appears as randomly occurring black or white pixels. If the QR code is not able to be read by the Chrome River QR code reader, it may reject the file.

Rescanning or reprinting the cover page and receipts at a higher resolution with the quality controls set at “fine” will typically resolve this issue. Chrome River’s recommended settings are Black and White, 300 dpi, and the accepted file types are JPG, PNG, TIFF and PDF.