1. In Bengal Web, click on the Chrome River travel channel link.
2. Log into Chrome River.
3. Click on your name in the upper right corner.
4. From the drop down menu, click **Platinum Interface**.
5. Click on the **Advanced** option on the tool bar and select **Administration**.

6. This option will open up Admin Tools. Click on **Maintenance** and select **Manage Failed Transactions**.

7. The department travel cards are all failed transactions in Chrome River because they are not directly tied to a traveler. You will need to assign them to a traveler and keep good documentation on which transactions belong to which traveler.
8. When clicking on manage failed transactions, all university travel card transactions that have failed will be displayed. Click on Additional Info to sort and list all the transactions in order by the last four digits of the travel card.

**NOTE:** There are travel cards that have the same last four digits. Pay close attention to the transactions you are reviewing to make sure they belong to your designated travel card.

9. Check the box next to the transactions you would like to assign to a traveler. You will need to do this for each individual traveler separately.

10. Click Edit Selected Transactions from the tool bar located above Vendor.

11. Enter the Last Name of the traveler in the Edit Transaction Box. Select the individual from the drop down list and click Save.
12. Once you have assigned each transaction to a traveler, the traveler's name will appear on the far right side under Person Name. You may continue to assign transactions to individual travelers until all transactions have been assigned.

13. Once all the transactions have been assigned, click **Submit All Transactions**. This will move the transactions into the traveler's E-Wallet for the Expense Report.