Emburse User Guide:
Expense Report FAQs

Getting Help

I need help with my Expense Report. Who can I contact?
Email your Expense Report questions to the Emburse Helpdesk at **chromeriver.helpdesk@usi.edu.** The mailbox is monitored by Accounts Payable and Travel Procurement.

Where can I find Emburse guides?
Visit the Emburse Guides page for instructions on:

- Creating and submitting Expense Reports
- Editing Expense Reports
- Deleting Expense Reports
- Tracking Expense Reports
- Routing and workflow
- Reimbursing candidates
- Adding expense line items

Expense Report Statuses

What do Expense Report statuses mean?

Status	Meaning
Pending	The Expense Report is awaiting approval from one or more approvers, including Accounts Payable.
Exported	The Expense Report has been exported from Emburse and imported into Banner.
Paid	The Expense Report has been exported, imported into Banner, and reimbursement has been processed.
Multiple Statuses	Different expense lines within the report are at different stages of processing.

How do I track an Expense Report?
Refer to the **Track an Expense Report** guide.

What does the Routing Rule number mean?
Refer to the **Routing and Workflow for an Expense Report** guide for an explanation of workflow routing and approval paths.

Creating and Editing Expense Reports (top)

Can I start an Expense Report and finish it later?
Yes. Saved reports remain in the **Draft** section until you are ready to continue working on them.

How do I edit an Expense Report?
Expense Reports in **Draft** status may be edited. Open the report and update trip dates, add expenses, or modify existing expense lines as needed.

How do I delete a line item?
See the **Create and Submit an Expense Report** guide.

How do I delete an Expense Report?
See the **Delete an Expense Report** guide.

Can I add documents to an Expense Report?
Yes. Documents may be added:

- While the report is being approved
- After the report is fully approved

Open the Expense Report, scroll to the bottom, and select **Add Attachments**.

How do I remove an attachment from an expense line?
Open the attachment. If a paperclip icon appears in the upper-left corner, select it to remove the document.

Returned Expense Reports

What happens if my Expense Report is returned?
You will receive a notification with comments explaining the required corrections. Make the requested updates and click **Submit** to restart the approval process.

Reports left in **Draft** status cannot be advanced by Accounts Payable.

Will I be notified if an Expense Report is returned?
Yes. Both you and your delegate (if applicable) will receive a notification. Review the comments, make corrections, and resubmit the report.

What if I cannot recall an Expense Report?
Expense Reports should only be recalled if instructed by Accounts Payable.

Submission Requirements and Timing (top)

When should I submit an Expense Report?

Travel Card expenses
- Submit within two weeks of transactions posting to your profile.

Trip-related out-of-pocket expenses
- Submit after returning from travel.

Blanket mileage Pre-Approvals
- Submit monthly.

Pre-trip travel card purchases
- Submit an Expense Report for expenses such as airfare or registration before travel when appropriate.

Do I need a separate Expense Report for every expense?
No. Include as many expenses as possible on a single Expense Report tied to the same Pre-Approval.
Exceptions include:
- Trips with both pre-trip and post-trip expenses
- Ongoing blanket Pre-Approvals requiring periodic reporting

Can I import a Pre-Approval more than once?
Yes. A Pre-Approval may be imported multiple times.

I have a mileage Pre-Approval. How often should I submit Expense Reports?
Submit one Expense Report each month that includes all mileage incurred during that reporting period.

Travel Card Transactions

Where can I find Travel Card transactions?
Travel Card transactions appear in your **eWallet**.
Access the eWallet from the menu (three horizontal lines) in the upper-left corner of the Dashboard.

How do I add Travel Card transactions to an Expense Report?
Refer to the **Add a New Expense Line Item** guide.

My Travel Card transactions are not showing in my eWallet. What should I do?
Wait until all transactions have posted. Transactions may take several days to appear after travel.
You may begin preparing the Expense Report, but do not submit it until all Travel Card transactions have been added.

I accidentally used my Travel Card for a personal expense. What should I do?
Include the charge on your Expense Report and allocate it to **Personal Matter**.
The personal expense will reduce any reimbursement due to you. If the personal charge exceeds the reimbursement owed, Accounts Payable will provide repayment instructions. Repeated personal use may result in reduced card privileges.

Reimbursements and Special Situations (top)

How do I reimburse a candidate for travel expenses?
Refer to the **Reimburse a Candidate** guide.

Candidate reimbursements:

- Do not require a Pre-Approval.
- Require Financial Manager approval showing the Fund/Org and approved amount.
- Require itemized receipts showing a $0 balance due.
- Require Google Maps documentation for mileage claims.

How do I submit expenses for a guest traveler?
Refer to the **Create and Submit an Expense Report** guide.

Expenses paid with a Travel Card must include the related Pre-Approval. Contact Accounts Payable before offering reimbursement directly to a guest traveler, as Procurement requirements may apply.

I'm a student. How do I submit an Expense Report?

- If a delegate created your Pre-Approval, that delegate should also create your Expense Report.
- If you created your own Pre-Approval, follow the **Create and Submit an Expense Report** guide.
- If no Pre-Approval was required, contact the department providing your travel funding for assistance.

Can I claim reimbursement for other travelers who accompanied me?
Typically, no. Each traveler should generally have their own Pre-Approval and Expense Report. Contact Accounts Payable if unusual circumstances exist.

What if my expenses exceed available funding?
Either:

1. Reduce the amount claimed, or
2. Obtain approval from your Financial Manager for additional funding.

Attach the approval email, including the Fund/Org and approved increase amount, to the Expense Report.

Can I manually change accounting allocations?
Only in limited situations and after consulting with Accounts Payable.

Can I request a cash advance?
Cash advances are available only in limited circumstances and are generally not available for employee-only travel. Contact Accounts Payable to determine eligibility.

Receipts and Documentation

Do I need receipts for Travel Card purchases?
Yes. Itemized receipts are required for all Travel Card purchases.

For mileage reimbursement, Google Maps documentation serves as the required receipt.