Emburse User Guide:
Pre-Approval FAQs

Getting Help

I need help with my Pre-Approval. Who can I contact?

Email your Pre-Approval questions to the Emburse Helpdesk at chromeriver.helpdesk@usi.edu. The mailbox is monitored by Accounts Payable (Expense Reports) and Travel Procurement (Pre-Approvals).

Where can I find Emburse guides?

Visit the Emburse Guides page for various guides, including:

- Create and Submit a Pre-Approval
- Delete a Pre-Approval
- Edit a Pre-Approval
- Track a Pre-Approval

Pre-Approval Statuses

What does "Pending" mean?

Your Pre-Approval is awaiting approval from one or more approvers. Approvers may include:

- Travel Procurement
- Financial managers
- Provost Office (if applicable)
- Student Affairs (if applicable)

To see where your request is in the approval process, refer to the **Track a Pre-Approval** guide.

What does "Approved" mean?

All required approvers have approved the Pre-Approval, and processing is complete.

What does "Partially Applied" mean?

A portion of the approved funding has been used. The amount displayed represents the remaining available balance.

- Tip: Review the associated Expense Report(s) to see how funding has been applied.

What does "Used/Expired" mean?

The Pre-Approval is no longer available because:

- All approved funding has been used, or
- More than 90 days have passed since the trip end date.

Pre-Approvals automatically expire 90 days after the trip end date.

Drafts and Returned Pre-Approvals (top)

What does the Draft number on the homepage mean?

A Pre-Approval has been started but not submitted for approval. The document remains in your Draft folder until submitted.

What does the red Returned number mean?

A submitted Pre-Approval requires corrections before it can continue through the approval process.
To correct it:

1. Select the returned Pre-Approval.
2. Review the Comments section for instructions.
3. Make the required changes.
4. Resubmit the Pre-Approval.

You will receive an email notification when a Pre-Approval is returned.

What should I do if my Pre-Approval is returned?

Review the Comments section for the reason it was returned, make the requested corrections, and resubmit it.

Attachments and Documents

Can I add documents after a Pre-Approval is fully approved?

Yes. Open the Pre-Approval, scroll to the bottom, and select **Upload Attachments**.

Can I add documents while a Pre-Approval is still being approved?

Yes. Open the Pre-Approval, scroll to the bottom, and select **Upload Attachments**.

- Note**:** Approvers who already approved the document will not see newly added attachments.

Is there a limit on uploaded documents?

Yes. Do not upload more than 50 pages of documentation. Excessive attachments may cause issues when submitting the related Expense Report.

When can I delete an attachment?

Attachments can only be deleted when the Pre-Approval is in either:

- Draft status
- Returned status

Creating and Managing Pre-Approvals

Can I start a Pre-Approval and finish it later?

Yes. If you do not submit it, the Pre-Approval remains in your Draft folder until you return to complete it.

Should I include all trip expenses if I only receive partial funding?

No. Include only the expenses that equal your approved funding amount.

How do I delete a line item?

See the **Create and Submit a Pre-Approval** guide.

How do I edit a Pre-Approval?

See the **Edit a Pre-Approval** guide.

How do I delete a Pre-Approval?

See the **Delete a Pre-Approval** guide.

How do I track a Pre-Approval?

See the **Track a Pre-Approval** guide.

Funding and Travel Requirements (top)

Do I need a Pre-Approval if I am not receiving University funding?

No. If your trip does not receive funding support from or through the University, you should not create a Pre-Approval.

- Note**:** Your department may still require notification or approval of travel plans through an internal process.

Related Expense Report Questions

My registration requires a check payment. How is that handled?

Registration check payments are processed through an Expense Report, not a Pre-Approval.
See the **Registration Fees – Check Only Payments** guide in the Expense Report Guides section.

- Note: A fully processed Pre-Approval is required before an Expense Report can be submitted for a check request.