

Expense Troubleshooting

Q: There are Alerts and Exception Icons popping up that don't allow me to proceed. What should I do?

A: One of the most important things to do when dealing with alerts and exception icons is to try and solve them as they come up. Often, you will be prevented from being able to submit your expense report if alerts and exceptions are present, so don't wait to the end of your report to go back and solve problems.

Instead, it is usually a good idea to go back after each expense and double check that you have done everything correctly. Oftentimes, alerts will appear when you forget to enter a required field or forget to upload a receipt.

Another important thing to keep your eye on is dates. If you make a mistake on the dates you enter while creating an expense, such as entering an expense date outside of your trip duration, Concur will spawn an alert telling you that your start and end dates don't match you trip dates. To fix this, go back and check the dates both in the problem expense as well as within your trip details to be sure both match and are satisfactory.

You can also run into errors if you forget to include an itinerary. Overall, just be vigilant, and check over any expenses that have corresponding errors. If you have tried fixing the problem and issues still exist, you can try recreating your expense report or can contact the Travel Department in SLAC.

Examples of alerts and icons:



Red icons will not allow you to proceed and submit your report. These indicate an error in your report that needs to be corrected.



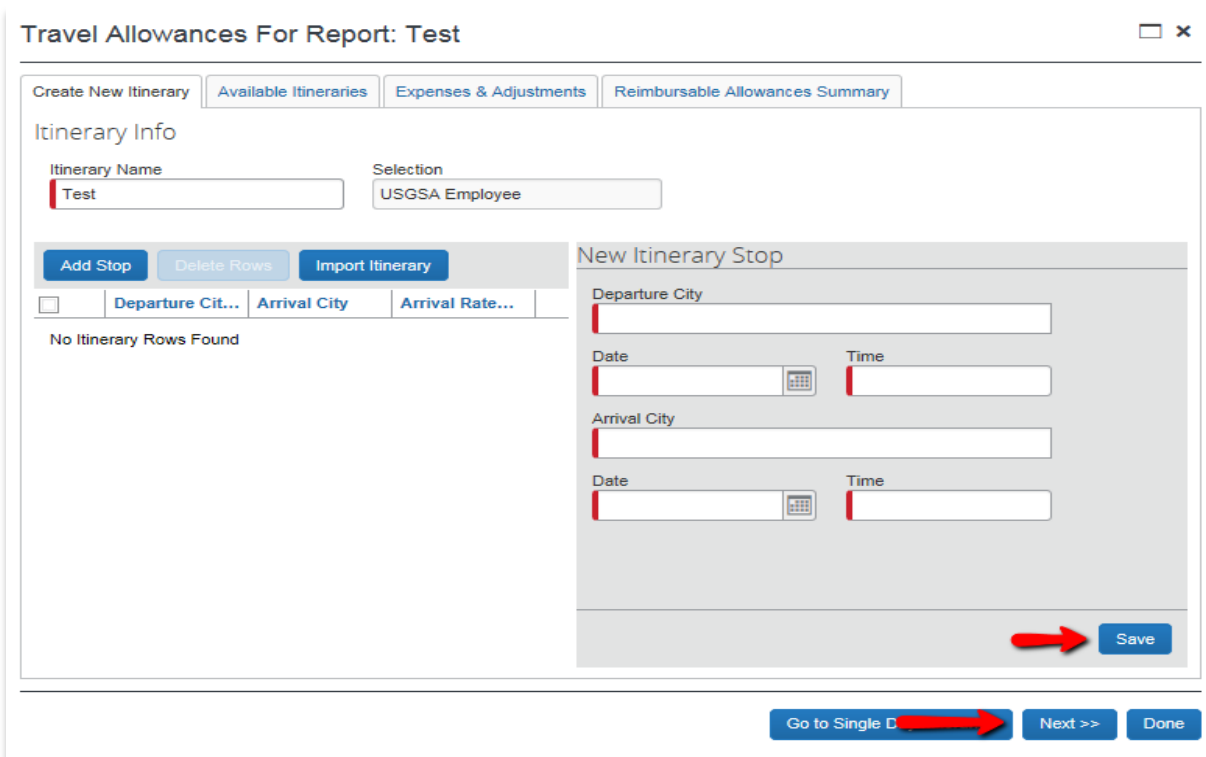
Blue icons are informative, and won't cause problems moving forward.

Q: How do I create a travel allowance itinerary?

A: When submitting an expense report, it is important to include a travel itinerary with your submission.

1. When first creating your expense report, you will be prompted to create an itinerary before you get into your expenses. After filling out the **Report Header**, attaching a request to your expense report, and selecting whether you want M&IE or not, you will be taken to the **Create New Itinerary** popup:

- i. Enter your itinerary manually and note that the Arrival City is your Business Destination. If you have a multi destination trip, enter an itinerary for each destination.



2. After you have finished creating your itinerary, click *Next* to continue. You will now be on the **Available Itineraries** page. Here you can add an itinerary that you have previously created to your trip, or un-assign your previously added itineraries. Once you are satisfied with your itinerary, click *Next* at the bottom of the popup.

Travel Allowances For Report: Itinerary □ ×

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Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Itinerary				
SLAC National Accelerator Lab...	05/23/2017 07:00 AM	Portland, Oregon	05/23/2017 09:00 AM	MULTNOMAH COUNTY, US-O...
Portland, Oregon	05/28/2017 07:00 AM	SLAC National Accelerator Lab...	05/28/2017 08:00 AM	SANTA CLARA COUNTY, US-...

Available Itineraries

Current Itineraries Delete Assign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: dfg				
SLAC National Accelerator Lab...	04/01/2017 08:00 AM	Portland, Oregon	04/01/2017 10:00 AM	MULTNOMAH COUNTY, US-O...
Portland, Oregon	04/03/2017 10:00 AM	SLAC National Accelerator Lab...	04/03/2017 12:00 PM	SANTA CLARA COUNTY, US-...
Itinerary: test				
SLAC National Accelerator Lab...	04/30/2017 08:00 AM	Portland, Oregon	04/30/2017 10:00 AM	MULTNOMAH COUNTY, US-O...
Portland, Oregon	05/02/2017 10:00 AM	SLAC National Accelerator Lab...	05/02/2017 12:00 PM	SANTA CLARA COUNTY, US-...

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- The final tab is **Expenses and Adjustments**. This tab is a good place to double check that your itinerary is correct, since it lists all your days and locations for each meal day. After this final check, click *Create Expenses* to add the M&IE expenses (as well as your itinerary) to the expense report.

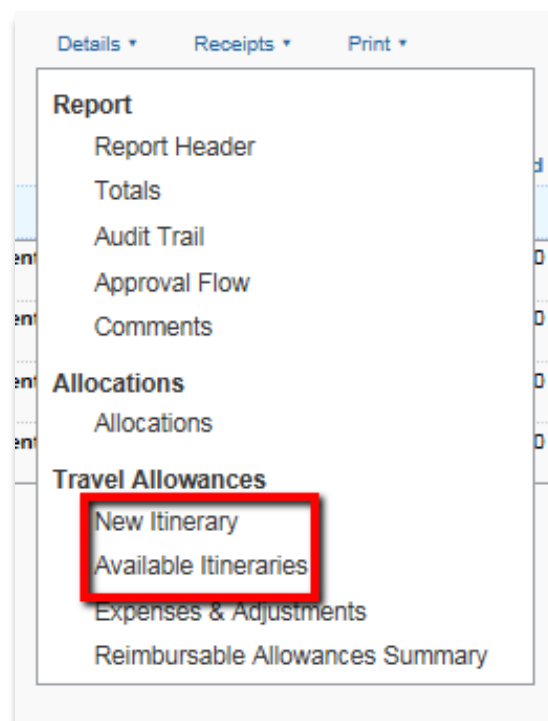
1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Show dates from to Go

Exclude All <input type="checkbox"/>	Date/Location	Breakfast Provided	Lunch Provided	Dinner Provided	Over 30 days	Allowance
<input type="checkbox"/>	07/18/2017 Menlo Park, California	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$51.75
<input type="checkbox"/>	07/19/2017 Menlo Park, California	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$69.00
<input type="checkbox"/>	07/20/2017 Menlo Park, California	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$69.00
<input type="checkbox"/>	07/21/2017 Menlo Park, California	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$69.00
<input type="checkbox"/>	07/22/2017 Menlo Park, California	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$69.00

Q: I accidentally exited the travel allowance itinerary before completing it. How do I go back to finish it?

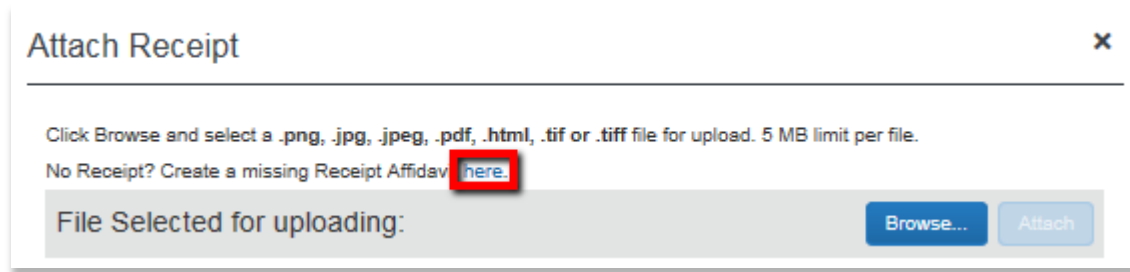
A: Note that if you forget to create an itinerary, accidentally advance to the expense page, or need to make edits to your itinerary, you can add a new itinerary/edit your current one by going to the **Details** dropdown and selecting either *New Itinerary* or *Available Itineraries* to make adjustments.



Q: I lost my receipt. What should I do?

A: If you are missing a receipt, it is important to create a Missing Receipt Affidavit in order to get reimbursed for your expense.

1. First, create an expense as you would normally do, and itemize it so that it is saved to your expense list. You will then see a yellow warning next to the entry that says *Receipt Image Required*. **Click** on the expense, and then **click** *Attach Receipt* at the bottom right hand corner of the page.



2. You will now be on the *Attach Receipt* popup. On the window, you should see a link above the *File Selected for uploading* text that says *Create a missing Receipt Affidavit here*.
3. **Click** the link. This will ask you to then choose the expense that is missing a receipt. **Select** your expense and **click** *Accept & Create*. This will create the Affidavit for your expense.



Note: The SLAC Travel team will contact you in order to obtain proof of payment whenever you fill out a lost receipt affidavit.