

Objective: To guide users in troubleshooting common issues encountered during expense reporting, specifically addressing error or warning icons and missing receipts.

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

- 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.
- 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**.
- Carefully review the dates when entering expenses. If you mistakenly enter an expense date outside your trip duration, Concur will trigger an alert indicating a mismatch between your expense and trip dates. To resolve this, review and correct the dates in both the expense entry and your trip details to ensure they align properly.
- 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 contact the [SLAC Travel Office](#).

Examples of alerts and icons:

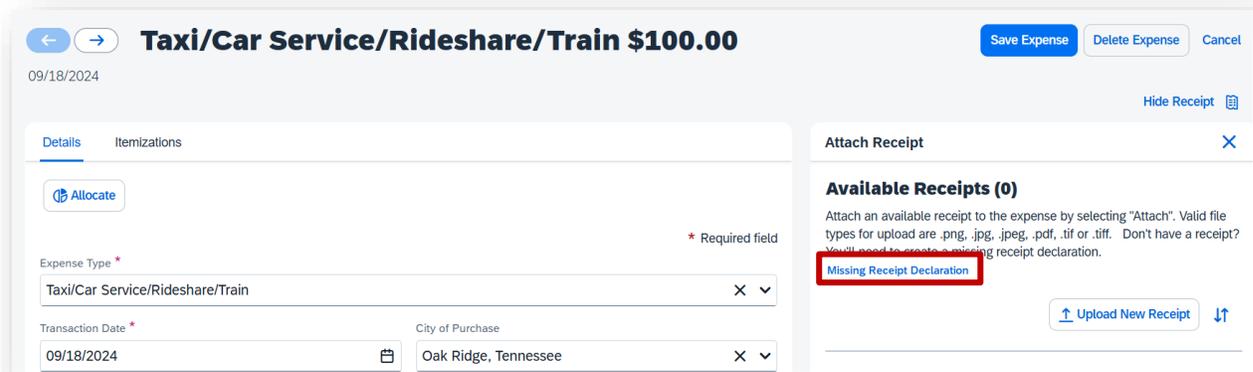
 **Error** Red icons will not allow you to proceed and submit your report. These indicate an error in your report that needs to be corrected.

 **Warning** Orange icons are informative and won't cause problems moving forward.

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

If you are missing a receipt, it is important to create a [Missing Receipt Affidavit](#) 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 orange 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. **Select** the expense and **click Accept & Create**. This will create the Affidavit for the expense.

