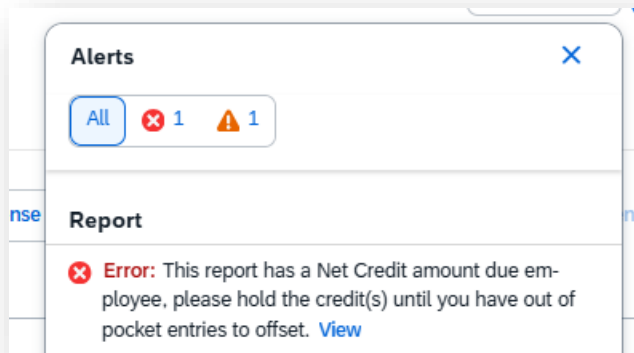


How to Resolve “Net Credit” Error

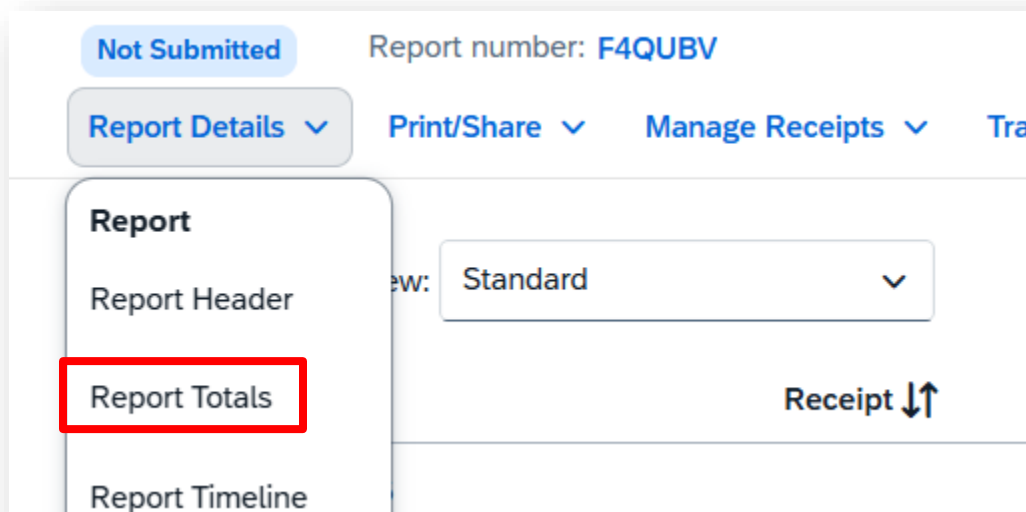
Objective: When unallowable expenses result in the need for a negative Manual Adjustment and there are not enough reimbursable out-of-pocket expenses to offset the adjustment, Concur will display a “Net Credit” message.

1. “Net Credit” message means there is not enough money owed to the traveler (such as travel allowance or personal expenses) to offset the negative Manual Adjustment.



2. Since Concur doesn’t allow submission of a report when there is an amount owed to SLAC, a positive Manual Adjustment should be added to bring the report balance to \$0.00.

Navigate to *Report Details > Report Totals*. The Report Total section will show the amount owed to SLAC.



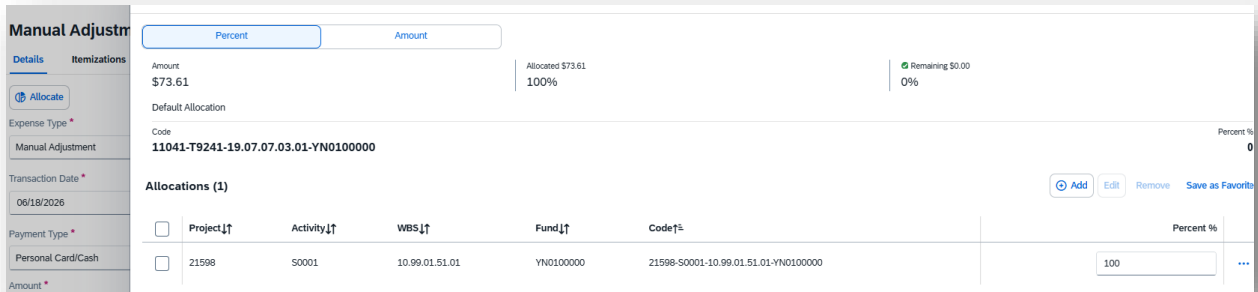
3. In this example, the Amount Owed Company is \$73.61. This is the amount the traveler needs to reimburse SLAC for.

Company Payments \$0.00 Employee \$3,569.65 SLAC JPMC		
Employee Payments \$73.61 Company		
Amount Total: \$3,496.04	Due Employee: \$0.00	Owed Company: \$73.61
	Amount Due (SLAC JPMC): \$3,569.65	
Requested Amount: \$3,496.04	Total Paid By Company: \$3,569.65	Total Owed By Employee: \$73.61

4. To resolve the negative balance, **create** a positive [Manual Adjustment](#) for the Amount Owed Company. In this example: Manual Adjustment: \$73.61

Allocate the Manual Adjustment to an unallowable PA. See the [\(Allocating Expenses to a Different PA\)](#) reference for instructions. If you are unsure of which unallowable PA to use, reach out to your department finance team for guidance.

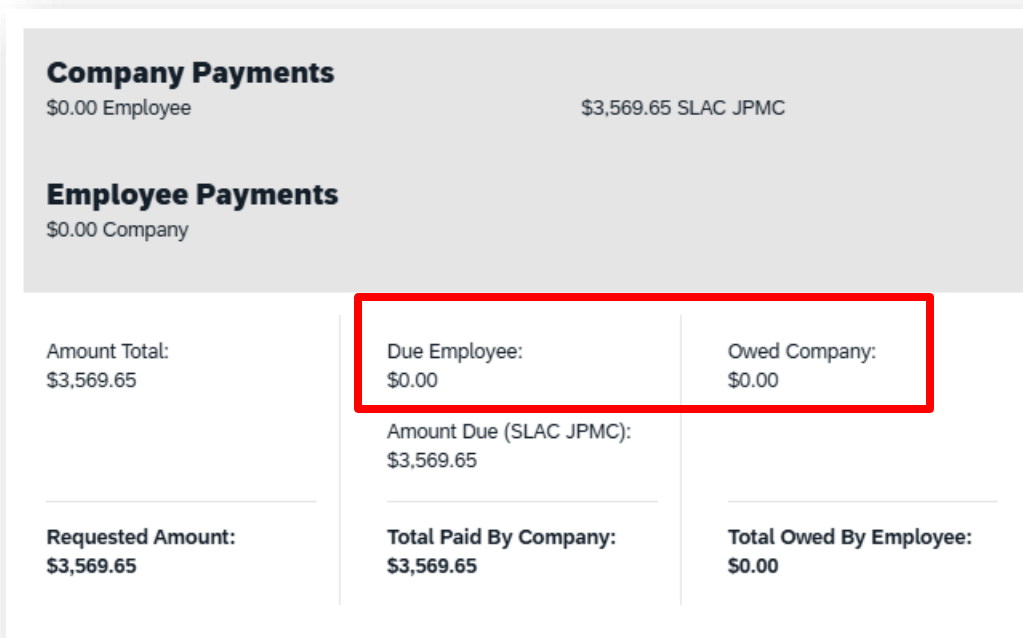
Expense Type *	
Manual Adjustment	
Transaction Date *	Expense Location ?
06/18/2026	Vernier, SWITZERLAND
Payment Type *	
Personal Card/Cash	
Amount *	Currency *
73.61	US, Dollar (USD)
Comment/Business Reason *	
to offset the negative manual adjustment	
Comment to Approver	
This will balance your total expense report to zero.	



The screenshot shows the 'Manual Adjustment' screen in SAP Concur. The 'Details' tab is active. The 'Amount' is \$73.61, and the 'Allocated' amount is \$73.61 (100%). The 'Remaining' amount is \$0.00 (0%). The 'Expense Type' is 'Manual Adjustment'. The 'Transaction Date' is 06/19/2026. The 'Payment Type' is 'Personal Card/Cash'. The 'Amount' is \$73.61. The 'Allocations (1)' table shows one allocation with a percentage of 100%.

Project	Activity	WBS	Fund	Code	Percent %
21598	S0001	10.99.01.51.01	YN0100000	21598-S0001-10.99.01.51.01-YN0100000	100

5. After creating and allocating the Manual Adjustment, **navigate** back to *Report Detail > Report Total*. Confirm that the Amount Owed Company is \$0.00. The expense report is now ready to proceed.



The screenshot shows the 'Report Total' screen in SAP Concur. The 'Company Payments' section shows \$0.00 Employee and \$3,569.65 SLAC JPMC. The 'Employee Payments' section shows \$0.00 Company. The 'Amount Total' is \$3,569.65. The 'Requested Amount' is \$3,569.65. The 'Due Employee' is \$0.00, and the 'Owed Company' is \$0.00. The 'Amount Due (SLAC JPMC)' is \$3,569.65. The 'Total Paid By Company' is \$3,569.65, and the 'Total Owed By Employee' is \$0.00.

Amount Total:	Due Employee:	Owed Company:
\$3,569.65	\$0.00	\$0.00

Requested Amount:	Total Paid By Company:	Total Owed By Employee:
\$3,569.65	\$3,569.65	\$0.00

6. If a Concur travel expense report contains personal or unallowable expenses to be reimbursed back to SLAC, please either issue a check or electronic payment back to SLAC. See [Personal Travel Refund Guidelines](#).