



## Common Reasons for Report Returns

**EBTA transactions are not uploaded to report. Traveler/delegate enters the airfare as University Paid – Other instead or leaves them off the report completely.**

- Please remove the manually entered airfare and move the EBTA transactions for the airfare (Payment Type: University Paid – EBTA) to the report. These can be found in Available Expenses or within an expense report under the Expense tab. You can click the box to the left of each transaction, click Move, and select the correct expense report for the airfare transactions.

**Travel card transactions are not uploaded to the report. Traveler/delegate enters the expenses as University Paid – Other or leaves them off the report completely.**

- Please remove the manually entered travel card expenses and move the travel card transactions for the expenses (Payment Type: University Paid – TC) to the report. These can be found in Available Expenses or within an expense report under the Expense tab. You can click the box to the left of each transaction, click Move, and select the correct expense report for the transactions.

**Traveler over tips the maximum 20% on meals or Uber/taxi rides.**

- Revise the tip amounts to reflect the maximum 20% tip to fall within travel policy.

**Traveler enters incorrect travel dates in the Report Header. Accurate travel dates are required for reporting purposes.**

- Please go to Report Details > Report Header and edit the Report/Trip Start and Report/Trip End date to reflect true travel dates.

**Traveler enters daily, individual meals as group meals instead of breakfast/lunch/dinner when Concur errors due to a daily allowance itinerary not being created.**

- Please list daily meals as Breakfast/Lunch/Dinner. To do this, you will need to create a travel allowance itinerary. Please go to Travel Allowance > Manage Travel Allowance > Create New Itinerary. On the right-hand side, add your

departing leg of the trip (MSU>location of travel), Save, then on the same right-hand side add your returning leg of the trip, (location of travel>MSU), Save.

**Cash advance is not tied to the expense report.**

- Please add the cash advance to the expense report. Please go to Report Details > Manage Cash Advances > Add the appropriate cash advance.