



Troubleshooting Guide for SAP Concur

Version 1.02
Created on 03/07/19
Last Updated on 04/09/19

Table of Contents

I. TROUBLESHOOTING GUIDE 1
II. ERROR MESSAGES – EXPENSES 1
2.A Transaction Date Greater Than 30 Days Old 1
2.B Entry in the Expense Type Box is “Undefined” 2
2.C Expense(s) Outside of the Report/Trip Dates 3
III. ERROR MESSAGES – TRAVEL & CONFERENCE 5
3.A Error regarding Conference Agenda/Registration receipt 5

I. TROUBLESHOOTING GUIDE

This troubleshooting guide serves as a quick-reference resource to solve for the most common issues we have seen in SAP Concur. This guide will be updated on an ongoing basis.

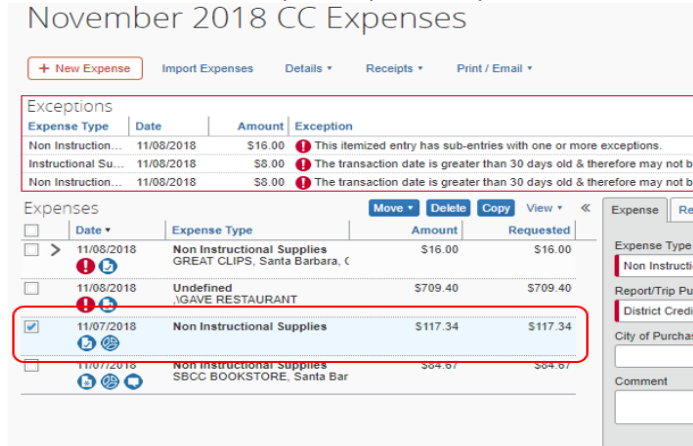
II. ERROR MESSAGES – EXPENSES

2.A Transaction Date Greater Than 30 Days Old

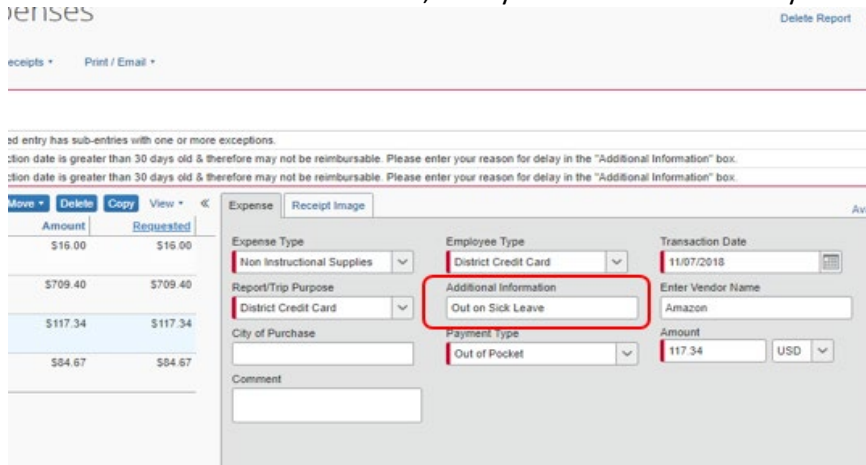
I am getting the following error message: “The transaction date is greater than 30 days old & may not be reimbursable. Please enter your reason for the delay in the “Additional Information” box of this transaction.” What do I need to do?

Troubleshooting Guide for SAP Concur

1. In the left-hand side of your Expense Report, click on the transaction that is over 30 days old.



2. In the **Additional Information** field, note your reason for the delay in submitting the report.



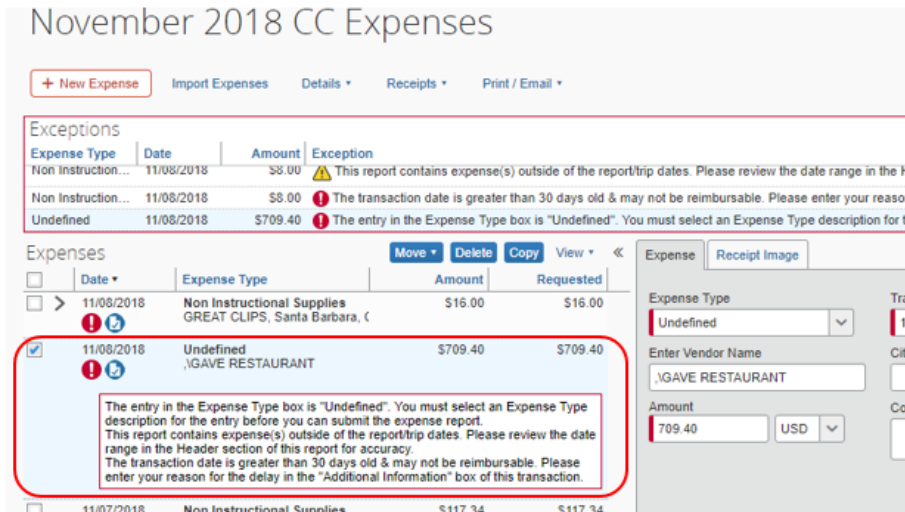
3. Click on the **Save** button.

2.B Entry in the Expense Type Box is “Undefined”

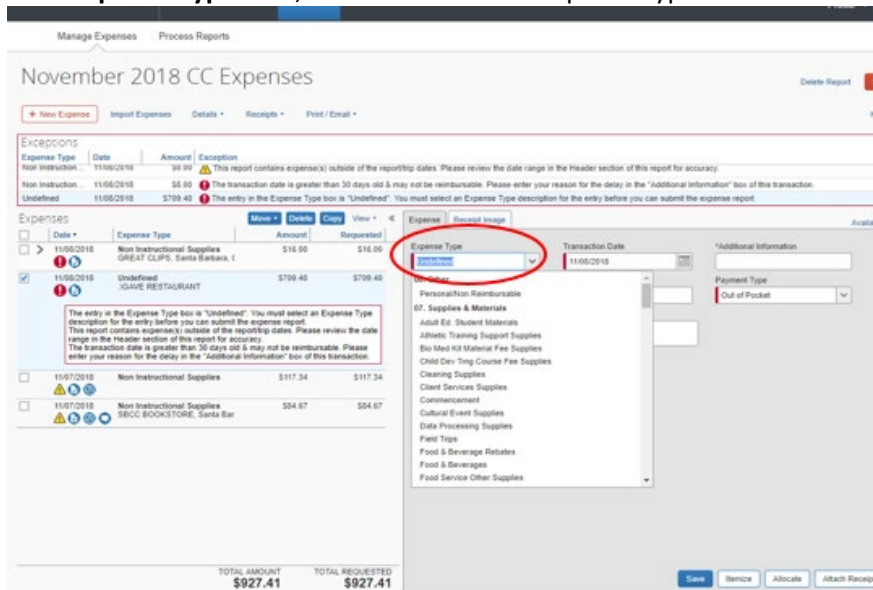
I am getting the following error message: *“The entry in the Expense Type box is “Undefined”. You must select an Expense Type description for the entry before you can submit the expense report.”* What do I need to do?

1. In the left-hand side of your expense report, click on the transaction that you are being alerted about.

Troubleshooting Guide for SAP Concur



2. In the **Expense Type** field, choose the correct expense type.



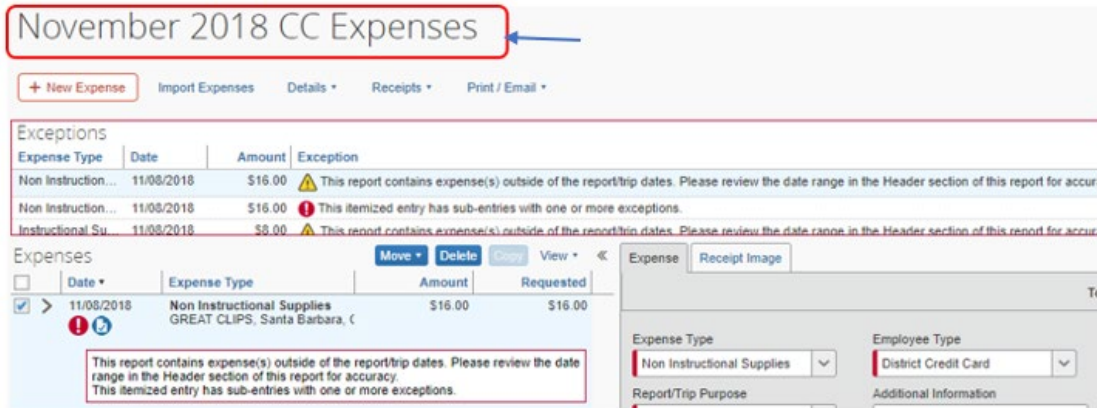
3. Once you have chosen the correct **Expense Type** description, click on the **Save** button.

2.C Expense(s) Outside of the Report/Trip Dates

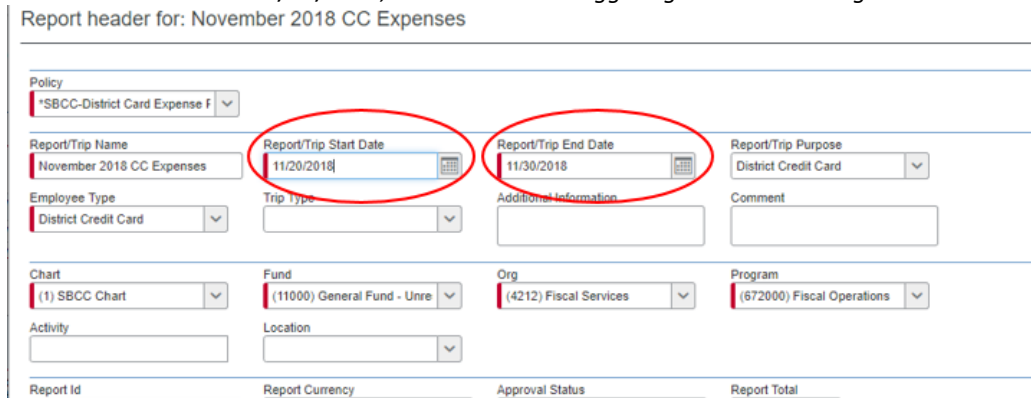
I am getting the following error message: *“This report contains expense(s) outside of the report/trip dates. Please review the date range in the Header section of this report for accuracy.”* What do I need to do?

Troubleshooting Guide for SAP Concur

1. Click on the **Header** section of the Expense Report, which is located at the top of the report.

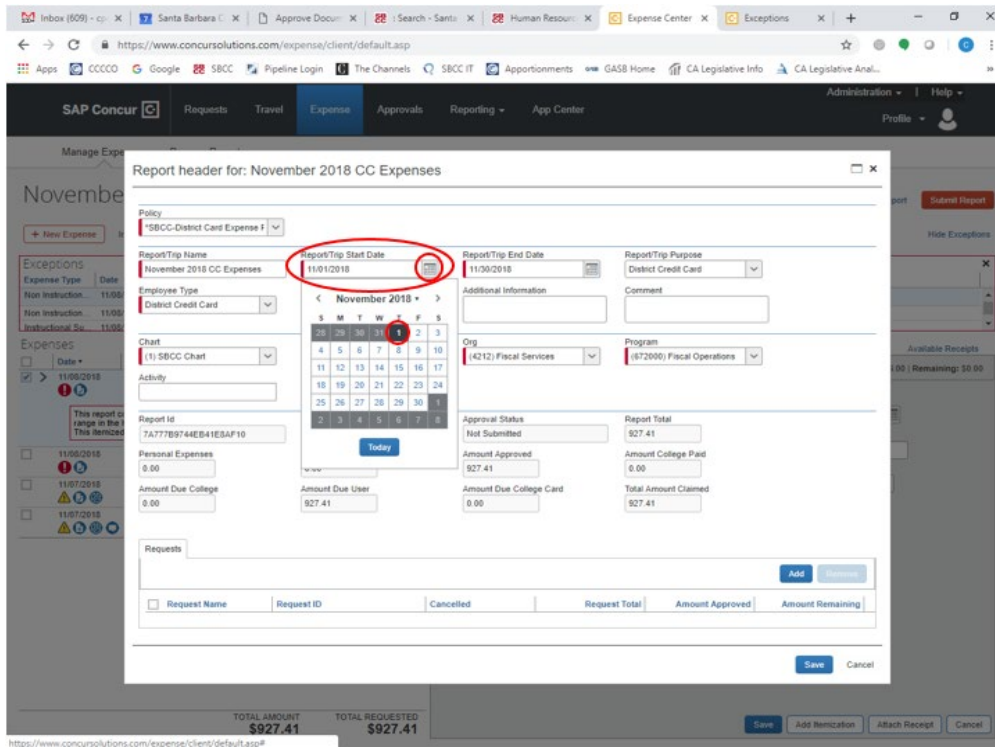


2. Review the **Report/Trip Start & End Dates**. The date range should cover the range of the transactions of the report (for District Credit card reports please use the whole calendar month). *As you could see from the previous screen shot, the transaction date is 11/08/18, whereas the Start Date in the Header below is 11/20/2018, which is what is triggering the error message.*



3. Review the **Report/Trip Start & End Dates**. The date range should cover the range of the transactions of the report (for District Credit Card reports, please use the full calendar month).

Troubleshooting Guide for SAP Concur



4. Click on the **Save** button.

III. ERROR MESSAGES – TRAVEL & CONFERENCE

3.A Error regarding Conference Agenda/Registration receipt

Special Note: We have received reports that some Concur users have received the following alert even after attaching a conference agenda. This appears to be a glitch in the software. If you receive this note after attaching the Conference Agenda, please disregard.

Expense Type	Date	Amount	Exception
N/A			⚠ Please provide conference agenda/registration receipt that shows any meal inclusions. Expenses are subject to review and approval by Supervisor, and if deemed of personal nature, will not be reimbursed.