

Correcting a Meal Itinerary in Concur

If an expense report has been returned or is unable to be submitted due to an error in the meals, please follow the guidance below.

Report returned due to an incorrect selection

- » Go into the returned Concur report.
- » Click on Travel Allowance. Select Manage Travel Allowance.
- » Choose the Available Itineraries tab. Click on the itinerary related to this report under Assigned Itineraries.
- » Click the Unassign button.
- » When the itinerary shows under Available Itineraries, click on the itinerary. Click the Delete Button. Click Yes.
- » On the same screen, click the Create New Itinerary tab.
- » Before entering any information, choose the selection the Travel Accountant specified when the report was returned.
- » If a flight was booked through Concur, click the Import Itinerary button. Select the appropriate flight and confirm the itinerary.
- » To manually enter the itinerary, input the New Itinerary Stop information on the right side of the screen for the departure day. Any field with a red sidebar is required. Click save.
- » Then, enter the information for the return travel date on the right side of the screen. Click save.
- » Once the complete itinerary has been entered, click next.
- » Review the information to verify the accuracy, then click next.
- » If any meals were provided by the conference, hotel, etc., click the appropriate box to deduct the per diem for the meal.
- » Click Create Expenses.

Error Message: This report contains at least one itinerary with a single itinerary row. An itinerary is not valid until it has at least two rows. Please add another row to complete the itinerary.

- » From this error message, click ok.
- » Click Travel Allowance. Select Manage Travel Allowance.
- » In the pop up, click on the itinerary. Then, click the Edit button.
- » Click the Add Stop button. Enter the other leg of travel on the right side of the screen.
- » Click save, then click next.
- » Check any boxes where the meal was provided by the hotel, conference or other.
- » Click the Update Expenses button.