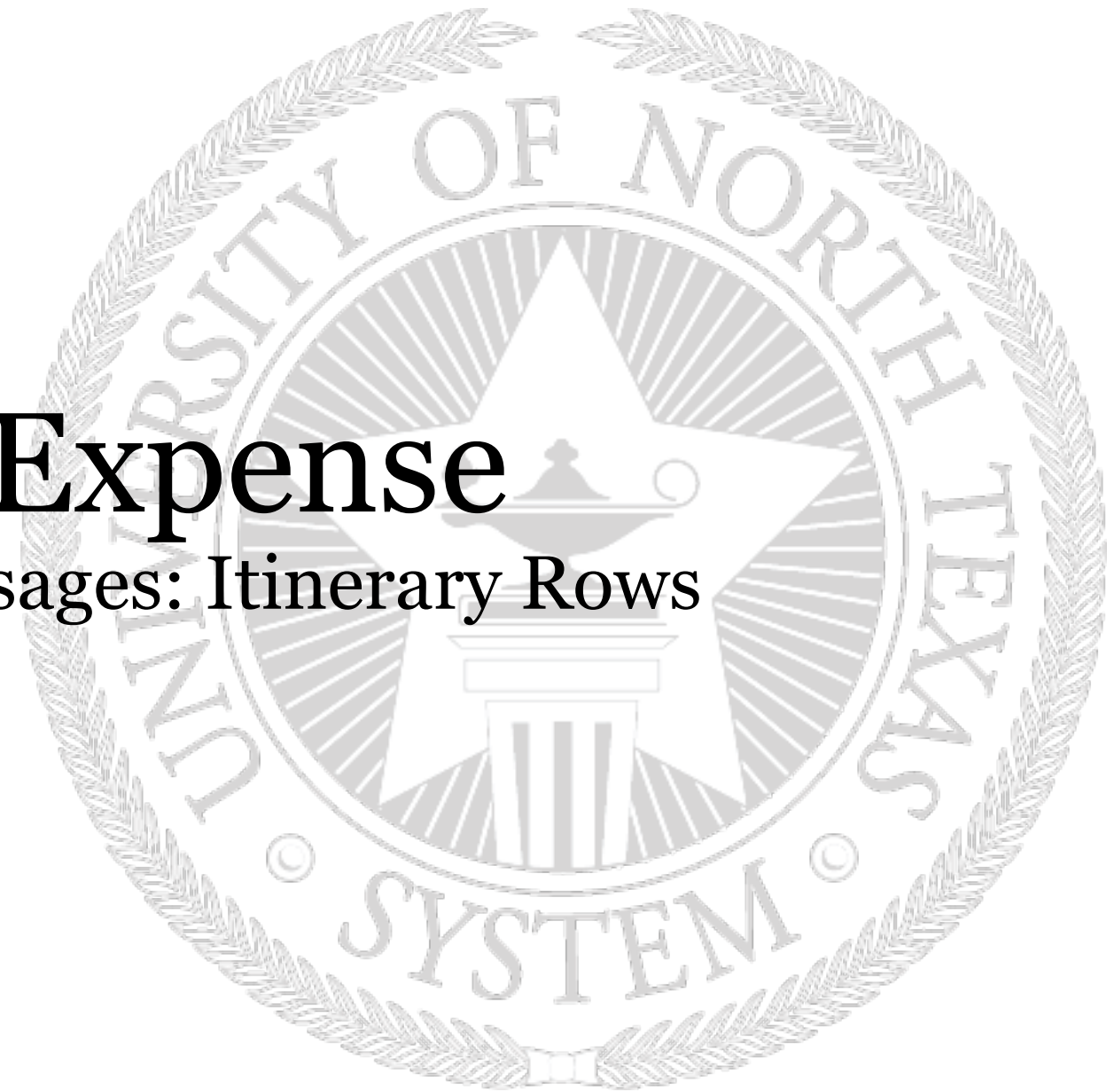


Concur Expense

Resolving Error Messages: Itinerary Rows



Concur Expense

Resolving Error Messages: Itinerary Rows

- This training will provide process steps and resources necessary to resolve an error message regarding Itinerary Rows
 - Definitions
 - How to unassign an itinerary row
 - How to delete an the itinerary row

Approval Flow for Report: ABC Conference

This report could not be submitted. 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.

Manager Approval:
Pavero, Shelley L.

(this step may be skipped)

Cost Object Approval:

Approval for Processing:

Submit Report Cancel

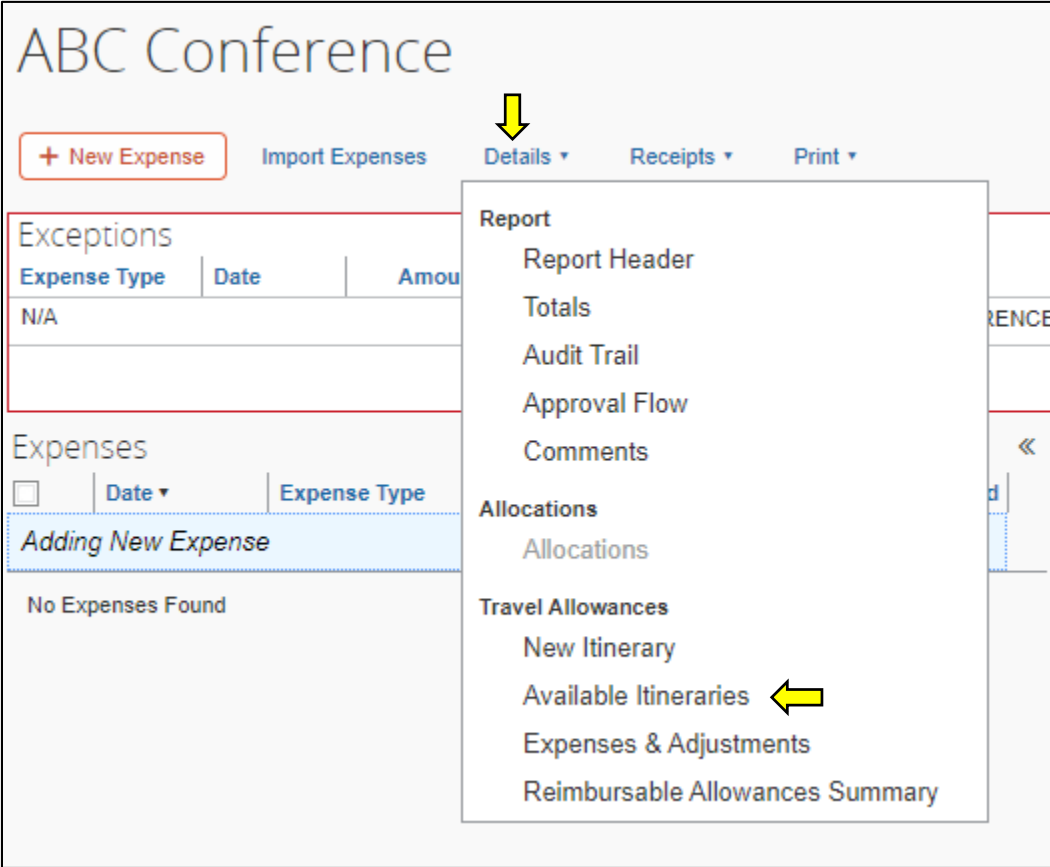
Concur Expense

Resolving Error Messages: Itinerary Rows

- Definitions
 - Travel Allowance
 - Meal per diem and lodging maximum based on GSA rates by travel destination and dates of travel.
 - Ex. Austin, TX in September 2019 - \$145 maximum lodging & \$61 maximum meals
 - [gsa.gov/perdiem](https://www.gsa.gov/perdiem)
 - Itinerary row
 - One leg of a trip. Typically departure or return.
 - Ex. Leaving Denton at 7 a.m. on 09/01/19 and arriving in Austin at 11 a.m.

Itinerary: ABC Conference				
Denton, Texas	09/01/2019 07:00 AM	Austin, Texas	09/01/2019 11:00 AM	TRAVIS COUNTY, US-TX, US

Travel Allowances



To resolve the error, access the Travel Allowance section of the Expense Report.

From the Expense screen, select Details > Travel Allowances “Available Itineraries” to view any previously created itineraries.

How to unassign an itinerary row

Travel Allowances For Report: ABC Conference

Create New Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: ABC Conference				
Denton, Texas	09/01/2019 07:00 AM	Austin, Texas	09/01/2019 11:00 AM	TRAVIS COUNTY, US-TX, US

Available Itineraries

Current Itineraries Delete Assign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
No Available Itineraries Found				

Done

To unassign the itinerary row from the Expense Report:

1. Select the itinerary row
2. Select the blue Unassign button

The itinerary is now detached from the report. The itinerary can now be deleted if not needed.

How to delete an itinerary row

The screenshot shows the 'Travel Allowances For Report: ABC Conference' window. It has three tabs: '1 Create New Itinerary', '2 Available Itineraries', and '3 Expenses & Adjustments'. The 'Available Itineraries' tab is active. Below the tabs, there are two sections: 'Assigned Itineraries' and 'Available Itineraries'. The 'Assigned Itineraries' section is empty, showing 'No Assigned Itineraries Found'. The 'Available Itineraries' section has a dropdown menu set to 'Itineraries for this Year', a 'Delete' button, and an 'Assign' button. Below this is a table with the following data:

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: ABC Conference				
Denton, Texas	09/01/2019 07:00 AM	Austin, Texas	09/01/2019 11:00 AM	TRAVIS COUNTY, US-TX, US

Yellow arrows in the screenshot point to the 'Itineraries for this Year' dropdown, the 'Delete' button, and the first row of the table.

To delete an itinerary row from the Expense Report:

1. Select “Itineraries for this year” from the drop down in the Available Itineraries section
2. Select the itinerary row to be deleted
3. Select the blue Delete button
4. Select Done or close the Travel Allowances window

The itinerary is now detached from the report. The itinerary can now be deleted if not needed.

Thank You

UNT System Travel Team

940-369-5757

untsystem.edu/travel

travel@untsystem.edu

Shelley Pavero, Director

Cory Ward, Travel Lead

Dawn Childers, Payment Analyst I

Nicole Forcey, Payment Analyst I

Concur User Support Desk

1-866-793-4040

Concur System Status Updates

open.concur.com

CTP Free Online Help for
Concur Travel Booking Tool

877-727-5188