Concur Itinerary Info

[SLU-Concur FAQ's](#)   [SLU-Concur Web Page](#)

1. When I try to create an itinerary I get the error: "Adding this row would cause this itinerary to overlap with another of your itineraries"

- This means that an itinerary with these ALREADY exists. To view your itineraries – click on Details – Available Itineraries.
- When the itinerary appears – look for the itinerary you want in the lower portion of the window.
- If you don't see the itinerary, use the drop down menu to choose a different time frame. Once you see the itinerary you want, highlight it and then click Assign. This will assign the itinerary to the report you are currently in.
- Once assigned, the itinerary will move into the upper half of the window.
- If the itinerary needs to be edited (dates, times, or cities updated) highlight and click edit. This will bring you into edit mode to make changes.

*Remember – every itinerary needs at least TWO lines (departing and returning) to be valid.

**The meal selection can NOT be changed once an itinerary is created. If the itinerary has not been submitted on a prior report, the itinerary can be deleted and then recreated, this time choosing USGA No Meal Receipt for the 60% meal per diem option.

2. I don't know how to delete an itinerary.

- To view your itineraries – click on Details – Available Itineraries.
- When the itinerary appears – look for the itinerary you want in the lower portion of the window.
- If you don't see the itinerary, use the drop down menu to choose a different time frame. Once you see the itinerary you want, highlight it and click delete

*If the itinerary has a lock icon by it, it has already been attached to a report that was submitted and can NOT be deleted.

3. I don't know how to get the 60% fixed meal expense lines in my report.

- When you choose the USGA No Meal Receipt option and create/import your itinerary, a fourth tab will appear – Expenses & Adjustments
- When you click on the Expenses & Adjustments tab you will see a list of the dates included on the itinerary.
- Check mark the box next to any days you do NOT want to receive the 60% per diem (personal/vacation days etc).
- Once days are selected (or not) click on the Update Expenses button in the lower right corner. The system will drop in a Fixed Meal expense line for 60% of the per diem from the dates and city entered on the itinerary.
- There will be a hard stop for each Fixed Meal expense line. In each line type in 60% in the vendor field and save. You can copy and paste from one line into the other lines.

4. I see the error: " This entry cannot be submitted until a Travel Allowance Itinerary is created and Transaction Date MUST be within the dates of the Itinerary"

This means that there is no itinerary assigned to this report **OR** the date of the transaction does NOT fall between the dates on the itinerary

To view your itineraries – click on Details – Available Itineraries.

- When the itinerary window appears, make sure there is an itinerary in the upper portion of the window and that the dates are correct. If they aren't highlight and click edit.
- If there is no itinerary in the upper portion of the window – look below, if you don't see the itinerary, use the drop down menu to choose a different time frame. Once you see the itinerary you want, highlight it and click assign. When the itinerary moves to the upper area of the window, make sure information is correct (edit if necessary). If there are no itineraries available, one needs to be created/imported.
- Close out of window – click on Details – New Itinerary and create/import the itinerary. There are several manuals on the [SLU-Concur](#) web page.