

1. Do the hotel itemized invoices come to Concur based on the Amex charge cards?

We have requested the GL1080 from Amex, this feed will provide level 3 data (itemized detail of charges); when the vendor provides it to Amex. If a vendor doesn't provide the level 3 data to Amex you will simply have the transaction total. Traveler needs to submit itemized hotel receipt.

2. Do the hotel itemized invoices come to Concur based on hotels booked in Cliqbook no matter which charge card was used?

If E-receipt is set up for hotels booked in Cliqbook, you will receive a receipt; if e-receipts are set up you could receive level 3 data on the hotel transaction or instruct your travelers to attach their hotel receipts.

A traveler MAY get detailed hotel expenses, but may not. It would be their responsibility to obtain the detailed information if not provided.

Any item that is purchased on the ghost card/BTA in Cliqbook will not generate a receipt.