**How to Clear Red Alerts Concur**

Red alerts in Concur can be daunting as most of them will not allow you to submit your Requests or Reports. When you open the **Alerts** menu at the top of your Request/Report and click **View** beside an alert, it will take you to the area/transaction with missing information.

Here are a few of the most common red alerts, what they mean, and a solution to clear the alert. A link to the **How to** [Google doc] is included if one is available.

**Common PCard alerts:**



**Meaning:** the chart string is missing in the Report Header. The chart string you add to the Report Header is the default for all expenses in the Report that are not Allocated to another chart string.

**Solution:** Go to Report Details/Report Header to add the chart string in the header before you begin reconciling PCard expenses and especially before you allocate an expense to another chart string.



**Meaning:** the expense type is missing from this transaction.

**Solution:** click to open the transaction and enter the Expense Type and any other needed information. I the transaction includes multiple expense types you will click Itemizations to separate the purchase into each expense type. Contact us if you’re unsure of the expense type.

**Common red alerts on Travel:**

This entry cannot be submitted until a Travel Allowance Itinerary is created.

**Meaning:** this is required when a traveler claims meals and/or lodging. It is Concur’s internal GSA chart for those daily allowances, and lodging when using “state funds” (110 accts).

**Solution:** here is our [How to Create a Travel Allowance Itinerary (in an Expense Report)](https://docs.google.com/document/d/1x7L3yfL9twAlyTB1vHPefUu64OL8R_yg4WNW7TPewOc/edit#heading=h.gjdgxs) [Google doc] with steps for entering this in Concur. Many of the red alerts will clear once this is entered in your trip. Here is how you enter this information:



Missing required field: Check-In Date, Check-Out Date. (hotel)
and Itemizations are required for this entry. (hotel)

**Meaning:** Hotel expenses must be itemized by day including daily rate, taxes, fees, parking, etc. The example shows out of state.
**NOTE for Texas hotels:** we are not allowed to pay state occupancy taxes. All other taxes and fees are allowable. Check your bill before you leave the hotel.

**Solution:** follow the itemizations on the hotel receipt to enter daily expenses; allow Concur to combine hotel taxes into a single daily itemization line.



*There is an option if the daily rates are different each day:*



If the rate is the same each day, you enter one line of charges and Concur calculates all travel days. Remaining amount should be $0 when all itemizations are added. Parking and individual travel meals are added after you calculate hotel expenses.



Personal car mileage - Deduct Commute Mileage feature required.

**Meaning:** if your travel date is on a weekday, Concur prompts you to deduct commuter mileage. This may apply if you drive during official “work hours” of 8am to 5pm.

**Solution:** If you work remotely or if your home is closer to your destination, you can choose Standard Business Hours (Office to Office). Here are the choices:



**Orange alert:** This report contains one or more expenses outside of the trip dates. Review for accuracy.

**Meaning:** Check meal dates to see if a meal post the day after (this is common). Rental cars, rental car tolls and ground transportation often post after the fact.

**Solution:** You only need to itemize meals that post to the wrong date for the daily meal allowance to calculate correctly. Correcting posting dates on other expenses is not required.

[How to Itemize a Travel Expense (to fix the date)](https://docs.google.com/document/d/194_p2Zk8nNFuRCI8eVo5StmA0HBRMxR8OqgKe4vEp9c/edit) [Google doc]