SAP Concur Error Messages

Below is a list of common error messages in Concur with details on how to rectify them.

Expense date is after the claim end date

⚠️ Warning: This expense transaction date is after the claim end date. View

If this error is received it means that the end date on the main Claim is before the date of the expense that has been added.

To amend it click on the blue report number that appears to towards the top of the screen in the main page of the particular claim.

Not Submitted | **Report Number: LP1G91**

This will open the header window of the claim, then change the end date of the claim so that it is after the date of the mileage claim.

Claim End Date *

11/05/2024 📅

The expense may be a duplicate of the following expense

Expense | Mileage | 10/01/2024 | £11.70

⚠️ This expense entry may be a duplicate of the following expense.

If this error is received it doesn't necessarily mean that the expense is incorrect, instead the system just wants us to double check that there isn't a duplicate (sometimes this can be the To and From journeys on the expense).

If you did find there was a duplicate that needed to be removed simply click on the **Delete Expense** button for the relevant expense.

Delete Expense

Missing Fuel Type

Expense | Fuel for Mileage | 02/04/2024 | £4.00

❌ Missing required field: Fuel Type. View

This error means that the Fuel Type hasn't been added to the Fuel for Mileage expense, just click on where it says View, this will take you into the expense so the Fuel Type can be added.

Fuel Type *

Diesel ▼

Insufficient Fuel Receipts

Expense | Mileage | 23/11/2023 | £3.15

❌ There are not sufficient fuel receipts to cover the VAT on your mileage expenses. Please add a "Fuel For Mileage" receipt or tick the checkbox indicating a missing fuel receipt and provide a reason in the comment field. If you have already added fuel receipts, please check: 1) That the receipt date is before the journey date/s. 2) The Fuel Type on the receipt is the same as the Personal Car type set up in your Profile Settings. 3) The Receipt Status is VAT Receipt. View

This error usually means that there isn't a Fuel for Mileage expense with the receipt added for the related Mileage expense. It can also appear if the Fuel for Mileage expense is dated after the related mileage (the transaction date for Fuel for Mileage is always before the Mileage transaction date).

The error will also appear if the Fuel Type doesn't match the Fuel Type recorded for your Personal Car and if the Receipt Status hasn't been added or isn't correct (for Fuel for Mileage expenses the Receipt Status is always **VAT Receipt**). Simply update this in the Fuel for Mileage expense.

Receipt Status (Select VAT Receipt or No Receipt) * ❓

VAT Receipt ▼

Occasionally the error will still appear once these details are corrected, if this happens try clicking on the 📍 **Mileage Calculator** * on the related Mileage expense then click **Add Mileage to Expense** as this will refresh the mileage calculation.