

Reason for denial	Common Fix
Alcohol needs to be itemized separately	Itemize the Alcohol expense amount accordingly
Alcohol is not allowed on certain cost centers	Remove the alcohol expense or allocate to an allowable cost center
Claiming gasoline on personal vehicle	Claim personal car mileage only; remove the gasoline charges.
Claiming per diem for meals	Claim meal expense amount based on how much was actually spent; reduce amount if necessary, according to GSA rate
Claiming upgrade on airfare	Remove the cost of the upgrade; only the lowest rate available is what is reimbursable
Exceeded allowed gratuity	Reduce amount accordingly
Expense incurred during a personal day	Remove the expenses incurred during the personal days
Counting weekends and holidays as business days incorrectly	Revise the number of personal days entered on the expense report header; remove all expenses incurred on personal days
Incorrect Currency selected	Select the correct currency in the Concur System; verify that the City of Purchase is selected correctly
Incorrect dollar amount entered	Correct the dollar amount entered in Concur to reflect the amount listed on the itemized receipt provided for the expense
Incorrect expense report header information	Correct the expense report header to contain the correct information (e.g., Travel Type, Start Date, End Date, Document ID, etc.)
Incorrect Expense Type selected	Select the correct Expense Type in the Concur System so that the appropriate account codes are assigned on the voucher or journal
Incorrect Payment Type selected	Select the correct Payment Type in the Concur System so the system can accurately issue a reimbursement when appropriate
Incorrect receipt attached	Attach the correct receipt in the expense report for documentation purposes
Incorrect transaction dates entered	Correct the transaction dates to reflect the actual dates in which the expenses were incurred
Incorrect travel request provided	Provide the correct the Travel Request on the expense report for proper processing
Lodging and Taxes needs to be itemized separately	Select the correct Expense Type in the Concur System so that the appropriate account codes are assigned on the voucher or journal

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Lodging needs to be itemized on a daily basis	Correct the transaction dates to reflect the actual dates in which the expenses were incurred
Additional expenses incurred by family members	Remove the portion that is not associated to the authorized Traveler
Meal expenses need to be itemized on a daily basis	Claim meal expense amount based on how much was actually spent; reduce amount if necessary
Missing airfare quote (when personal destination is included)	Attach an airfare quote that contains business destinations only and is the lowest fare available (e.g., coach/economy class)
Missing expense report documentation	Attach any missing documentation that is required
Missing itemized receipt	Provide itemized receipts. Otherwise, reduce the amount accordingly
Missing supporting documentation	Attach the daily itinerary of business activities attended or the conference program/announcement that supports the business purpose for each day of the trip
Non-travel related expense (personal)	Remove all personal expenses
Proof of payment is missing for the expense (Lodging)	Attach the hotel folio with proof of payment
Proof of payment is missing for the expense (Airfare)	Attach the airfare itinerary with proof of payment
Proof of payment is missing for the expense (Rental Car)	Attach the itemized receipt with proof of payment for the rental car expense
Should be processed through PCC 9 (non-overnight transportation – 54807)	Process the request for non-overnight transportation reimbursement through a regular non-travel voucher (PCC 9) using account code 54807
State funds not allowed	Use a local cost center to process travel expenses for Travel
Missing information on airfare ticket	Receipt must include: the name of the employee and airline; the ticket number; the class of transportation; the travel dates, the amount of the airfare, each flight's origin and destination
Missing information on hotel folio	Receipt must be issued by commercial lodging establishment or travel agency or broker, the receipt must include the name and address of the commercial lodging establishment; the name of the employee; the single room rate; a daily itemization of the lodging charges, proof of payment
Missing information on rental car receipt	Receipt must include the rental company name; the renter's name; starting and ending dates of the rental and an itemization of expenses incurred
If conference hotel rate exceeds GSA rate	Use Actual Lodging Authorization Form and include the appropriate documentation of the conference hotel rates and section with expense report

Reason for denial	Common Fix
Texas hotel occupancy tax	Employees should present the Texas Hotel Occupancy Tax Exemption Certificate to the Texas hotel at the time of check-in and should verify at time of check-out that they are not charged for the state portion of the occupancy taxes (6 percent tax)
Several travel card expense reports are created for the same trip	Travel card expenses should be consolidated into one expense report if they are for the same trip
Travel Request pending approval	The expense report should be submitted after the Travel Request has been fully approved