

Lodging Refund on UA Travel Card - Exception Flag outside of Travel Allowance (Travel Itinerary dates)

If you have credit card charges/refunds for lodging that are dated outside of your Travel Allowance (travel itinerary dates), you will need to itemize those expenses.

1. Select the lodging expense
2. Select Nightly Lodging Expense tab
3. Update the dates that traveler actually stayed (should match your itinerary dates)
4. Enter Room Rate and Room Tax information

Note: If this is a refund the Room Rate is a required field, enter 0.00 and make sure to enter the Room Tax as a NEGATIVE amount.

If the vendor sends an e-receipt and the revised receipt and does not match the refund amount you will need to take a snapshot of the receipt image. Upload the snapshot to your available receipts and attach this to the refund charge. You can then delete a copy of the e-receipt.

See below for full details on steps to clear the Exceptions

Example: Business itinerary dates 4/11/19 - 4/12/19

Business Travel Start Date	Business Travel End Date
04/11/2019	04/12/2019

Under Manage Expenses

View Available Expenses - Some expenses come in directly from vendors or are charges to the UA Travel Card.

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AVAILABLE EXPENSES

<input type="checkbox"/> Expense Detail	Expense Type	Source	Date	Amount
<input type="checkbox"/> Hyatt Hotels	Lodging	E-Receipt (receipt sent directly from Vendor (i.e. Hyatt))	04/12/2019	\$99.00
<input type="checkbox"/> Hyatt Hotels ANCHORAGE, AK	Lodging		04/13/2019	\$-11.88
<input type="checkbox"/> Hyatt Hotels 9079922200, AK	Lodging		04/12/2019	\$110.88

Notice two receipts were sent to Concur on 4/12, however the refund of taxes did not post to the UA Travel Card until 4/13/19. Note: This is outside of the Travel Allowance (itinerary dates).

Select the two credit card charges and move them to the existing expense report.

AVAILABLE EXPENSES

<input type="checkbox"/> Expense Detail	Expense Type	Source	Date	Amount
<input type="checkbox"/> Hyatt Hotels	Lodging		04/12/2019	\$99.00
<input checked="" type="checkbox"/> Hyatt Hotels 9079922200, AK	Lodging		04/12/2019	\$110.88
<input checked="" type="checkbox"/> Hyatt Hotels ANCHORAGE, AK	Lodging		04/13/2019	\$-11.88

To New Report
FAI-ANC-April11-1,2019-UAASuper

You will be prompted to add a Smart Expense. This allows e-receipts and unassigned credit card transactions to create a Smart Expense (combines) the items and presents one combined item in a user's Available Expenses.

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Concur has found the following matching transactions

We have matched the following items because they may be for the same expense. We just need you to verify that each matching piece of data is actually for the same expense. If the items are not a match please click Decline Match. If they are a match simply click Continue and Concur will combine your data into one expense entry per match.

Expenses Created: 1

These two card charges are linked so selecting Continue will create the charges in the expense report

Expense Detail	Date	Amount
Lodging Hyatt Hotels	04/13/2019	\$-11.88

Matches that Need Confirmation: 1

1. Lodging [Decline Match](#)

From Credit Card	From Trip Info	From e-receipt
<p> From Credit Card</p> <p>Date : 04/12/2019 Vendor : Hyatt Hotels Amount : \$110.88</p>	<p> From Trip Info</p> <p>Check-in Date : 04/11/2019 Check-out Date : 04/12/2019 Rate : \$99.00 per Night Amount : (Nights)</p>	<p> From e-receipt</p> <p>Rate : per Night Amount : \$99.00 (Nights)</p>

Continue

Cancel

Due to the e-receipt and the card charge, you will receive red flag Exceptions that are required to be cleared before submitting your report.

Exceptions			
Expense Type	Date	Amount	Exception
Lodging	04/12/2019	\$110.88	The itemization amounts do not add up to the expense amount.
Lodging	04/13/2019	\$-11.88	This entry cannot be submitted until a Travel Allowance Itinerary is created.

You will need to update the room rate to match the credit card charge of \$110.88, select the Nightly Lodging Expense Tab and enter the room rate and the tax then save itemization.

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The screenshot shows the 'Expenses' section of a system. On the left, a table lists various expenses. The selected expense is 'Lodging Hyatt Hotels, Anchorage, Alaska' for \$110.88, which has an exception flag. The right pane shows the 'Nightly Lodging Expenses' form. The 'Check-in Date' is 04/11/2019 and 'Check-out Date' is 04/12/2019. Under 'Recurring Charges (each night)', the 'Room Rate' is 98.00 and 'Room Tax' is 11.88. A red box highlights the 'Room Tax' field. A red arrow points to the 'Save Itemizations' button at the bottom right.

Expense Type	Amount	Requested
04/13/2019 Lodging HYATT HOUSE ANCHORAGE, Anchorage, Alaska	\$-11.88	\$-11.88
04/12/2019 Daily Per Diem Anchorage, Alaska	\$38.50	\$38.50
04/12/2019 Car Rental Alamo, Anchorage, Alaska	\$50.27	\$50.27
04/12/2019 Parking/Tolls RPS FAIRBANKS, Fairbanks, AI	\$26.00	\$26.00
04/12/2019 Lodging Hyatt Hotels, Anchorage, Alaska	\$110.00	\$99.00
The itemization amounts do not add up to the expense amount.		
04/11/2019 Lodging	\$99.00	\$99.00
04/11/2019 Lodging Tax	\$11.88	\$11.88
04/12/2019 Lodging Tax	\$-11.88	\$-11.88
04/11/2019 Daily Per Diem Anchorage, Alaska	\$52.50	\$52.50
04/09/2019 Airfare Alaska Airlines, Fairbanks, Alask	\$209.16	\$209.16

TOTAL AMOUNT: \$541.55 TOTAL REQUESTED: \$541.55

You will be asked to confirm, select Yes and the Exception flag for \$110.88 will clear.

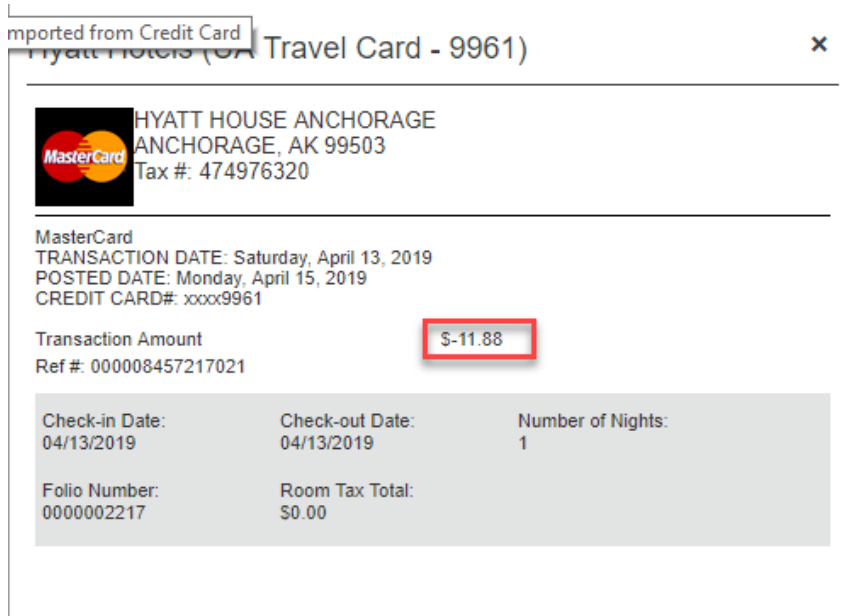
To fix the UA Travel Card charge that posted on 4/13/19, you will follow the same process as above: use the Nightly Lodging Expense tab, change the date to the actual nights of lodging, Room Rate is a required field enter 0.00 and enter a NEGATIVE amount (remember this a refund) in the Room Tax -11.88. Click Save Itemization and this will clear the Exception flag

This screenshot shows the 'Nightly Lodging Expenses' form with updated information. The 'Check-in Date' is 04/11/2019 and 'Check-out Date' is 04/12/2019. Under 'Recurring Charges (each night)', the 'Room Rate' is 0.00 and 'Room Tax' is -11.88. A red box highlights the 'Room Tax' field. A red arrow points to the 'Save Itemizations' button at the bottom right.

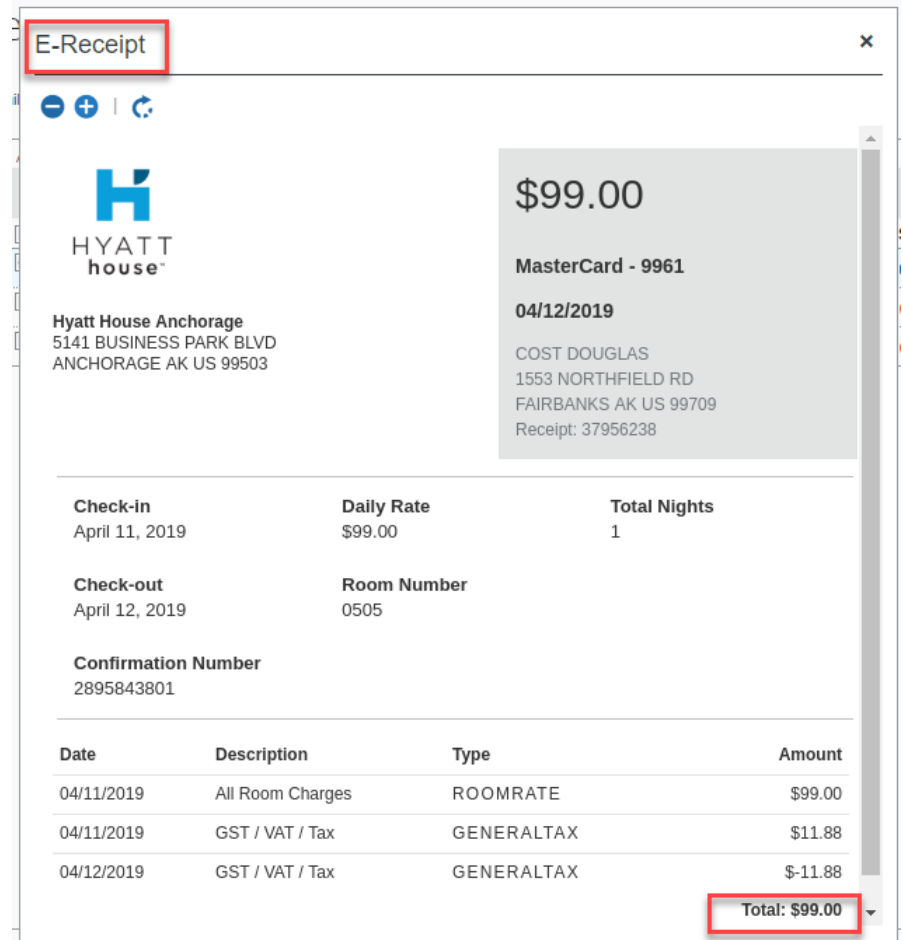
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E-Receipt example

UA Travel Card transaction is \$-11.88



E-receipt came in as \$99.00



If the vendor sends a revised e-receipt that does not match the refund amount, you will need to take a snapshot of the receipt image and upload the to your available receipts. Then attach the copy of the receipt to the refund charge. You can then delete a copy of the e-receipt.