Verify Email & Activate E-Receipts

Verify Email

Verifying an email address enables the user to forward receipts from the verified email account directly to their Available Receipts in Expense. Once verified, users can email their receipts to receipts@concur.com and forward itineraries or travel plans to plans@concur.com. We recommend verifying all email addresses used to receive receipts for UA business travel.

1. Open “Personal Information” under Profile Options or “Email Addresses” under Your Information

2. Scroll down the page to the Email Addresses section or select “Email Addresses” from the Jump To drop-down menu

3. Click the “Verify” link for the desired email address

4. The system sends a verification code to that email
5. Enter the verification code in the Enter Code field and click “OK”

6. A confirmation message appears with information on where to send receipts and trip itineraries (from non-Concur/CTM bookings)

7. The email now has a green check indicating it as “Verified;” click Save
Activate E-Receipts

E-receipts are electronic receipt images sent to Concur directly from a participating vendor. When users enable e-receipts and either connect to a supplier through the App Center or the My Travel Network in Concur, these e-receipts show up in Expense under the Available Expenses/Receipts section.

Airfare booked through Concur or CTM also has an e-receipt connected to the itinerary date. This negates the need to upload an additional receipt for airfare. At the very least, users should activate e-receipts because of the airfare receipt.

The “E-Receipt Activation” link is found under Profile Option and Other Settings in the left-hand column. Users can enable or disabled e-receipts at any time.