

FREQUENTLY ASKED QUESTIONS

Concur Travel and Expense, Concur Invoice and Concur Cliqbook

Last Revised: November 2009

This document provides answers to the frequently asked questions received by Concur's Client Support team. Please use this tool as a reference before submitting a case to Concur as these questions reflect many of the most-common questions that our clients have asked. If you do not find the information you are looking for in this document, please submit a case in Concur Client Central.

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Concur Travel and Expense (CTE)

Concur Travel and Expense (CTE) Integration

1. What are the supported configurations for CTE?

The supported configurations are maintained in a document available on Concur Client Central.

Log into CCC, then go to Resources > Release Docs > Concur Travel and Expense > Under Concur Travel & Expense, click here > Latest Service Release > Supported Configurations.

This document is updated as our supported configurations change.

2. How do I get help in the Current Interface (CTE)?

You have the ability to find additional information within the Current Interface.

Across the top the screen, select the **Help** tab. This will give you a drop down list.

- Expense Help is accessible to all users. This will give your end users tips on how to use the system
- Expense Administrator Help is only to those who have the role assigned

This will bring you to the most updated documentation. If you do not find the help needed for your incident in these documents, please open a case.

3. What languages does CTE support?

English US, English UK, German, Spanish, French, French Canadian, Hungarian, Italian, Japanese, Polish, Portuges Brazilian, Simplified Chinese, Dutch, Russian, Swedish, and Korean.

4. Why does the Detail report in the Classic Interface show the 3-letter currency code but the Current Interface (CTE) displays only the currency symbol?

The Detail report within the Current Interface and the Classic Interface pull from the same template in Configurable Printed Reports.

The Detail report in Classic will show the 3-letter currency code but in the Current Interface it will only show the currency symbol. This is by design and in sync with the rest of the CTE product.

Please submit a Solutions Suggestion if you would like this changed.

5. How does the Cliqbook Employee Export job work?

User Sync is the process in which primary data from Expense is automatically transferred into Cliqbook. User Sync is used to:

- Create new users in Cliqbook that exist in Expense
- Update a shared employee's data when a change occurs on the Expense side

- Attach pre-existing travel users to expense users

Cliqbook receives the XML from Expense and begins processing the data elements.

First, it parses the XML into objects. Taking each sync object one at a time, Cliqbook decides if it needs to create a new user record or update an existing record. This decision is made via the matching algorithm, as follows:

1. Expense Employee CUUID => Cliqbook Employee CUUID
2. Expense Employee ID (and Company CUUID) => Cliqbook Employee ID (and Company CUUID)
3. Expense Login ID=> Cliqbook Login ID
4. Expense Email Address => Cliqbook Email1

If any of steps 1-4 find a corresponding matching data element in Cliqbook, then the user is shared between Cliqbook and Expense.

- User data sent from Expense in the XML overwrites the corresponding data in Cliqbook for this user
- Exception - Login ID , even if changed on the Expense side, it is never updated in Cliqbook unless it is NULL

If all steps 1-4 fail to find a match, Cliqbook assumes this is a new Expense user that needs to be added to the Cliqbook database.

A new user record is created in Cliqbook and all of the data sent in the XML is added to it. This new user record can be created one of three ways:

1. Email Address (primary email address in Expense)
2. Exact match of Expense Login ID (Expense Login ID would have to have the @domain)
3. Expense Login ID + @domain

When Cliqbook is done processing the UserData XML, it sends back to us an XML describing the success or failure of the sync operation.

For each user sent over, we get the following returned:

1. <Result>OK or Failed</Result>
2. <ActionType>Created or Updated</ActionType>
3. <FaultReason>string</FaultReason>

If there is a catastrophic failure of the web service, we will receive a singular return section telling us what the error was.

6. What are the common issues that cause an end user to not sync between Concur Classic and Concur Current (CTE)?

The following issues frequently prevent a user from syncing:

- Primary data not populated
- Manager has not synced over
- Circular reference in approval hierarchy
- Cliqbook role not granted
- Travel and Expense User not activated
- Duplicate e-mail addresses in Expense or Cliqbook
- Possible Duplicate primary data:
 - ◆ CUUID
 - ◆ Email
 - ◆ Emp ID

7. Why does the login page URL contain an "S" (HTTPS), but after logging in the URL drops the "S" (HTTP)? The users are concerned the site is not secure.

There are different encryption levels based on the page, but the site is always secure. The F5 load balancers handle all the encryption/decryption of pages. Pages that contain sensitive data, like the profile page are encrypted. If a company decides to have full encryption turned on, meaning that every page is HTTPS but by default, only pages that are predefined as secure run HTTPS. Also users must be running on browsers at least 128bit encryption, any ciphers < 128 will be rejected.

8. What is Cache? Why do I need to clear it?

In computer science, a **cache** (pronounced "cash") is a collection of data duplicating original values stored elsewhere or computed earlier, where the original data is expensive to fetch (owing to longer access time) or to compute, compared to the cost of reading the cache. In other words, a cache is a temporary storage area where frequently accessed data can be stored for rapid access. Once the data is stored in the cache, it can be used in the future by accessing the cached copy rather than re-fetching or re-computing the original data.

The cache needs to be cleared because the page may have new data that the browser is not retrieving because the temporary storage is easier and faster to access. Flushing the cache forces these temporary files to be deleted and the browser to pull fresh data from the web site.

9. How do I clear the Cache?

This will need to be done in the user's web browser. Each browser has a different path to flush cache, cookies and other temporary files. The best practice is to contact your IT Department.

A User can clear the cache from their "Start", regardless of which web browser they are using.

Start > Control Panel > Internet Options > On the 'General' tab, Browser History > Delete

Audit Rules

All Audit Rule changes should be discussed with your on site Concur Administrator. You may access the Audit Rules training demo located on Concur Client Central at:

Concur Client Central > Resources > Training > Concur Travel & Expense > Concur Travel & Expense – Expense Restricted Configuration Training

10. What are my Audit Rule options?

The Audit Rules tool is part of the Expense Configuration Administrator Restricted Role and is used for three types of Audit Rules:

- Custom Audit Rules
- Random Audit Rules
- Receipt Limits

A **custom** audit rule is used to monitor information entered by Expense Reports users and is triggered by an event. The administrator tailors custom audit rules to the specific configuration and Travel and Entertainment (T&E) rules of the company.

For example, assume an administrator creates a rule that defines the breakfast limit as less than 10.00 USD and that the rule is triggered when the user saves an expense. Then, when the user saves a breakfast expense for 10.00 USD or more, the system generates an exception.

For **custom** audit rules, go to: My Concur > Administration > Expense Admin > Audit Rules > Custom.

A **random** audit rule allows for the auditing of selected expense reports, either as a percentage of reports submitted.

For example, 10% would result in each expense report having a 10% chance of being audited) or as a specific number of reports (for example, every 10th expense report submitted).

For **random** audit rules, go to: My Concur > Administration > Expense Admin > Audit Rules > Random.

The **receipt limits** functionality allows Expense Configuration Administrator Restricted role to set up amount limits and conditions for when a receipt should be required for a particular expense type.

This information is available for custom audit rules and to determine whether the Receipt Report should print the expense.

For **receipt** limits, go to: Concur Central > Expense Configuration Administrator Restricted > Receipt Handling > Receipt Limits.

11. What are the frequency options available for Random audit rules?

The random audit rule allows for the auditing of selected submitted expense reports either by:

Sequential: The sequential audit is based on a number of reports submitted, for example, 10. Then, every 10th expense report submitted by the selected group or groups is audited. (The maximum is 999,999.)

Percentage: The percentage audit is based on a percentage chance of a report being audited (for example 10%). That is, each report submitted by the selected group or groups has a 10% chance of being audited. (The maximum is 100 %.) The percentage-based random audit rule is based on averages. In the long term, the desired percent of the reports will be audited. In the short term, the exact percentage of reports audited may be slightly more or less.

NOTE: Random audits do NOT apply to authorization requests.

12. How do I create Random audit rules in CTE?

Random audit rules work the same way as in the *classic* user interface.

NOTE: As with the *classic* user interface, you can have **only one** active Random audit rule for each group configuration.

To create a new Random audit rule:

1. Use the first line (yellow background) in the grid to add a new rule. Enter the new name in the **Name** field.
2. Click the **Type** field. The **Rule Type** window appears. Make the appropriate choices.
3. In the **Event** field, select **Report Submit** or **Post Report Submit**.
4. Click the **Exception Code** field. The **Exceptions** window appears.
5. In the **Editable By** and **Applies To** fields, select the appropriate group(s).
6. Click **Save**.
7. With the rule selected, click **Activate**.

NOTE: If there is already an active rule for the selected group configuration, you must deactivate the other rule before activating the new rule.

13. How do I configure the system to show/print only the required receipts on the Fax Cover report?

Confirm you have the Expense Configuration Administrator Restricted role or contact your on site Concur Administrator to request this change.

You may update your configuration to show/print only the required receipts on the fax cover report by doing the following:

1. Select **Expense Configuration Administrator > Forms & Lists > Printed Reports**.
2. Select **Print Formats**.
3. Click **Edit** (under **Content**) for the desired print format cover page.
4. Click **Expense Entries** to open the display information.
5. Select the **Only print expenses that require a receipt** check box.

14. How do I create a Receipt handling rule that makes receipts required before submission?

If you have the Expense Configuration Administrator Restricted role, you will be able to add, edit, or delete any receipt limit configurations.

1. Go to **Concur Central > Expense Configuration Administrator Restricted > Receipt Handling > Receipt Limit List is displayed**
2. Receipt List
3. Receipt Limit (Including E-Receipt)

If you desire to have the receipt required before submission, you must activate the Receipt Image Required Audit Rule (see default Audit Rule list).

1. Open Receipt limit name
2. Complete the list of options:
3. Receipt limit name (if you want to change it)
4. Receipt Type
5. Editable by Groups
6. Applies to Groups
7. Activate – Select Yes.
8. Next, the system takes you to the default Condition template. You may modify the amount as needed or add expense types that do not require receipts.
9. Click Finish.
10. For Receipt Limits (including E-Receipts), follow the similar steps above to make your choices to activate this rule.

Concur Pay

15. When is a Payment Demand generated?

A Payment Demand is created when a report reaches the processing payment status. Note: No Payment demands are created once the Over Night Process (ONP) window has started. ONP starts at 7:00 pm in your time zone.

16. How can I tell when an expense report will be paid?

1. Select **Reimbursement Manager**.
2. Look for the report assigned to a batch.
3. Look at the **Sent Date** of the batch.

The user will be paid on the 5th banking day after the "Sent Date".

NOTE: The "Sent Date" is not counted as a banking day. Also, be aware of any bank holidays or weekends that can affect timing. This will add days to the process as it spans 5 banking days.

17. How do I put a report payment on hold?

The following information is available in Chapter 14 (Reimbursement Manager) of the Concur Expense Tools Guide. To place a report payee on hold:

1. On the **Report Payees List** page, select the check box next to each desired expense report. Note: Only report payees associated to batches that have not been sent can
2. Click **Place On Hold**. The report payee status changes to On Hold. Note: If checkbox is not available payment cannot be put on hold.

18. What happens to a batch if the funding account status changes before the batch finishes the payment process?

The Funding account needs to be active throughout the entire payment cycle. If a funding account goes inactive, you need to update the designated funding account. Once updated and confirmed the batch will continue the payment cycle.

19. How do I change a payment batch schedule?

To change a payment batch schedule you can follow these steps:

1. Select **Reimbursement Manager**.
2. Click **Manage Batch Definitions**.
3. Delete the current batch.
4. Create a new batch with the new schedule.

You can edit a batch definition that has not been used. If it has been used, you need to delete the batch and create the new one.

If you set up with monthly or semi-monthly batch schedules, please keep in mind bank holidays and weekends can affect when payments are made.



For more information, refer to the Reimbursement Manager chapter of the Concur Expense Tools Guide.

20. How do I reschedule a payment batch?

1. Select **Reimbursement Manager**.
2. Click **View Current Batch List**. From here, you can reschedule a batch and close it immediately. This will send the batch during the next Overnight Processing Window.



For more information, refer to the Reimbursement Manager chapter of the Concur Expense Tools Guide.

21. Who receives Daily Funding Email Notifications?

Any user who has Reimbursement Manager or Reimbursement Manager Auditor permission will receive the Daily Funding Email Notifications.

22. How are aborted (returned/rejected) payments handled?

When a payment is Aborted, the following steps are followed by Concur Pay:

1. User's banking goes into a Failed status
2. User receives an email with the returned/rejected reason
3. Funds are returned to the funding account
4. User will need to enter new banking information
5. Once new user banking is confirmed, a new payment demand is generated
6. From there the report will follow the normal process for payment

23. When a payment is returned to the bank, how can I determine who it belongs to?

You can view the returned payment on the View Report Payee List in Reimbursement Manager. The amount may appear one day later in Reimbursement Manager than when returned by the bank due to Concur processing.

24. How do I change/update a funding account?

To change the funding account, follow these steps:

1. Select Reimbursement Manager.
2. Click Manage Funding Accounts.
3. Click the name of desired account.
4. Make the necessary changes.

5. Click **OK**.

NOTE: If you click OK even with no changes made, the current funding account will create a new account confirmation.



For more information, refer to the Reimbursement Manager chapter of the Concur Expense Tools Guide.

Smart Expenses

25. What is a Smart Expense?

Concur attempts to match unassigned company card transactions, itinerary items (if your company uses Cliqbook) and e-receipts (if your company uses e-receipts) to create a Smart Expense.

If it is determined that two items represent the same transaction, Concur matches (combines) the two items and presents one combined item in the **Smart Expenses** section of the system.

26. How does the system determine a Smart Expense match?

For Smart Expense matching, there is a minimum match score in the database that helps determine whether there is a match between any data item (Cliqbook itinerary item, E-Receipt, or manually entered cash) and company card transaction.

When a company card transaction is imported into the system, the score is set to zero. Then the matching logic occurs for each scoring field, adding a value to this score.

If the resulting score is greater than 124, it is considered a possible match. At this point, multiple company card transactions could be matched to a particular expense. The system will sort them by score. The expense item is finally matched to the highest scoring company card entry. Certain matches, like airline ticket number matches, are perfectly matched to the expense without input from the user. Possible but not certain matches are presented to the user for a decision in the Smart Expenses window.



Refer to the Concur Travel & Expense Transaction Matching fact sheet for more information.

27. How do I "un-match" a Smart Expense?

To "unmatch" two transactions that were matched in error, select the combined item and click Unmatch. Expense "splits" the combined item into the original two items.

If you have unmatched one or more items, click Refresh. Expense discards any unsaved match or unmatches and checks for more matches.

28. How do I manually "match" a Smart Expense?

Occasionally, CTE may not combine two items that represent the same transaction. To match them manually, select both and click "Match".

29. What do I do if Users are experiencing Smart Expense pop-ups that freeze the screen and cause multiple reboots to complete an expense report?

Ask the users to delete their Temporary Internet Files.

E-Receipts

30. What is an e-receipt?

The term "e-receipts" refers to data that Concur obtains through our Concur Connect Program. This data comes directly from the supplier through Cliqbook and provides the user with a complete receipt linked to their expense item. Unlike credit card data, which can be incomplete, e-receipt data will always provide full detail.

In order to receive e-receipts, a client must be using Cliqbook. The e-receipts do not come from the card vendor via the feed; the data comes directly from the vendor itself.

31. Will an e-receipt vendor provide an e-receipt for a User in the event of a split folio?

A split folio occurs when a hotel guest pays for their stay using more than one form of payment. For example, a guest might pay cash or use a personal credit card for charges outside of their company's travel policy (in-room movies, laundry or mini bar items) and pay for true business expenses (room, tax, hotel restaurant meals) with their corporate card.

Users will generally not receive an e-receipt for a hotel stay when there is a split folio. In some cases this is due to a limitation of the hotel's Property Management System, which is incapable of providing an e-receipt for only the business expenses paid by the traveler with their corporate card. In other cases, hotel vendors cite data privacy concerns for their guests as the basis for not passing an e-receipt for a hotel stay paid for with more than one form of payment.

32. If my company has Direct Billing set up with our preferred Car Rental vendor, will my Users receive e-receipts when they rent a car?

No. E-receipts must be associated with a User in CT&E. As part of the privacy policy, Users opt in to the e-receipt program. In order for Concur to load an e-receipt for an opted-in User, the credit card used to pay for rental must be a card that is opted-in to the e-receipt program in the User's Profile.

When a company has a Direct Billing arrangement with a Car Rental vendor, the User is not paying for the rental with a credit card. So, there is no way to associate that e-receipt with the User.

33. If my company has Direct Billing set up with a preferred hotel vendor, will my Users receive e-receipts when they stay at that hotel?

No. Hotel vendors do not send e-receipts to Concur unless the stay was paid for with a corporate card that is opted-in to the Concur e-receipt program and belongs to an opted-in User at an opted-in client. As part of the privacy policy, CT&E Users opt in to the e-receipt program. In order for Concur to load an e-receipt for an opted-in User, the credit card used to pay for a stay must be a card that is opted-in to the e-receipt program in the User's Profile.

When a company has a Direct Billing arrangement with a hotel vendor, the User is not paying for the stay with a credit card. The hotel vendors do not pass Concur e-receipts for these Direct Billed clients.

34. If a User pays for a hotel stay and is issued a credit later, will they receive an e-receipt for the credit?

No. Hotel vendors do not send e-receipts for credits issued after checkout.

35. Will a User receive an e-receipt if the hotel or car is booked using a centralized corporate card (ghost card)?

Yes. If a hotel stay or car rental is paid for using a ghost card, Concur will load an e-receipt that is passed by the vendor as long as the ghost card has been opted-in to the e-receipt program and the User is associated with that ghost card.

36. Will a user receive an e-receipt if the hotel or car is paid for with their personal credit card?

Yes. If a User pays for a hotel stay or car rental with their personal credit card, Concur will load an e-receipt that is passed by the vendor as long as the personal credit card has been opted-in to the e-receipt program in the User's Profile.

37. How do I allow users to delete e-receipts?

To enable the functionality that allows Users to delete e-receipts, follow these steps:

1. On My Concur, select **Administration > Expense Admin**.
2. Click **Site Settings**.
3. Select the **Allow Users to remove e-receipts without creating expenses** check box.

38. How do I delete an e-receipt for an expense that has already been paid?

By default, a user will be able to delete an *orphaned* e-receipt from the **Smart Expenses** section of the **Expense Report** page - even if the user is generally restricted from deleting e-receipts.

An orphaned e-receipt is one that has not been matched to an itinerary or card transaction. For example, perhaps the e-receipt was received late and the user had already used the itinerary or company card information that would have been matched to the e-receipt.

39. How can I tell whether my users have opted in to the e-receipts program?

The Company E-Receipt Opt Ins report shows a list of all employees, whether they have opted to receive e-receipts, and a masked list of all of their cards, as well as whether each card is in the program or has been opted out.

The report is located under **Travel > Reporting > E-Receipt Opt Ins**

40. How quickly will an e-receipt be available to a user for submission on an expense report?

The Service Level Objective is for e-receipt vendors to send an e-receipt to Concur within 48 hours of a traveler checking out of the hotel or returning the rental car. The timing can vary vendor by vendor.

From Concur's experience, many e-receipts arrive before the corresponding corporate card transaction. E-receipts from international properties may arrive after 48 hours. This is typically a function of the vendor gathering the folio data from the hotel/car rental property and aggregating it in a data warehouse where it can then be made available to Concur.

41. What should a User do if they do not receive an e-receipt for a hotel stay or car rental?

The user can either scan and upload or fax the paper folio they received from the hotel or car rental agency.

Analysis/Concur Intelligence

42. Where can I find the list of Cognos Standard Reports?

A list of Cognos Standard Reports can be found in the Tool Kit:

<http://www.concurtraining.com/customers/concur/trainingtoolkit/index.asp> The list can be found by clicking on the "Pre Built Standard Reports catalog".

Or go to Concur Client Central > Resources > Training > Analysis or Concur Intelligence > Pre-Built Standard Reports catalog.

43. Where can I obtain a current copy of the Data Warehouse (DW) file layout?

1. Open **Cognos Connection**.
2. Select **LAUNCH > Help-Concur Model**.
3. Click **Chapter 2 Data Model – Expense** Folder.

44. How do I set up a Cognos user?

Contact your internal Concur Administrator to confirm you should be adding this role as there are limitations to the number of licenses allowed based on products.

To set someone up in Cognos, you need to give them a Cognos role in the Employee Admin Screen.

If they need to be able to create their own reports, you need to either give them the Cognos Business Author role or the Cognos Professional Author role.

It will take overnight for that role to update in the system though, so if you give it to the person today, it would be tomorrow before they would be able to access the system.

45. What is the difference between Cognos Business Author and the Cognos Consumer Role?

Cognos Business Author can view all reports and edit reports in Query Studio. The Consumer Role can only view all reports and export them to Excel or Acrobat.

46. I scheduled some reports to run in Cognos but am not receiving the reports even though they are appearing in my public folder. What is happening?

A reason for this may be due to an invalid email address. Please open the report's schedule and then click on the email option link. You will probably see that the first email address is invalid. This issue will prevent the entire schedule from running.

Or...The report you are running exceeds 10 MB. Files larger than 9.9 MB will not be sent via email as a standard rule built into Cognos.

Or...The report has no owner. Cognos security can prevent reports from running a schedule if there is no owner. To check the owner, click on the properties icon next to your report in Cognos Connection. Look for the "owner" in the upper left corner of the screen. To assign an owner, simply open the report in Studio and click **File > Save As**. Give the report a new name. That new version will assign you as the owner.

47. How do I select a column header in Cognos?

Click in the middle of the word in each header. If you click off of the word, it will not work. (This is a little sensitive/tricky the first few times when attempting to do this.)

To edit the title, double-click the middle of the header.

To highlight many of the headers, click one (in the middle), hold 'control', click the middle of the next, etc.

48. How do I move a column in Query studio?

You can not drag a column from location A to location B, but it can be moved. To do so:

1. Click the column header.
2. Click the **CUT** icon.
3. Click the column you want to appear immediately after the one you are moving.
4. Click the **PASTE** icon.

TIP: Report Studio allows the author to drag and drop columns to new locations.

49. When I add particular data elements together in one Cognos report, I don't see any data or I don't see all of the data I expect to see. Why?

This is typically a result of a full outer join or the fact that the model joins are limiting the data shown. If a report has expense entry information such as date, expense type and amount, and you add the attendee name, you will only see those entries that have attendees. This is because the model has an inner join between

entries and attendees believing that users do not need to see all entries that do not have attendees in this report.

Full outer joins typically occur when you try and combine data from any 2 of the following:

- Allocations
- Attendees
- Comments
- Exceptions
- Tax
- Tax Allocations

As an example, the reason for this is that an entry can have multiple allocations and multiple attendees, with no relationship between a given attendee and a particular allocation.

50. How can I pull unassigned transaction and assigned transactions for expense reports that have not yet been submitted?

Please use the Expense Accrual Report found in the Default Reports Folder > Accrual.

51. Why does "Sent for Payment" data not show the proper dates in Cognos?

This question is the result of a change made in the data warehouse over the old Concur reports database. "Sent for Payment" has been changed. The source and meaning are different but the name is the same. Users who want to replace "Sent for Payment Date" should now use the file called "Paid-Date".

52. Where can I find training materials on Cognos?

Cognos training can be found at the following site:

<http://www.concurtraining.com/customers/concur/trainingtoolkit/index.asp>

Concur Invoice

Concur Invoice

53. How can I directly send Concur import files configured to run under the Payment Request import job?

Clients are able to directly send Concur import files configured to run under the Payment Request import job. To clearly distinguish this option from other sources, such as Intelligent Capture or vendor network E-Invoices, a new option, **Direct E-Invoice**, is included as a selection option in the **Data Source** list as shown in the figure below:

Note the following when using this feature:

- A value of DIR will now appear in the DATA SOURCE column of the CTP_REQUEST table for this source type.

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- The path of associated images is relative to the import file (that is, it is not an absolute path)

54. In Concur Invoice, can I submit the same vendor but with different billable locations?

Yes. The vendor name will be entered with a different entry for each address so your employees will be able to specify from multiple locations for that vendor.

55. I have assigned several approvers to my Invoice, why can I only see one approver now?

Your site settings are set so that all approval steps that could be skipped are set to be hidden from the employee. Unless an approval step was required, it was being hidden. So, while you could not see the approval steps, they were still present. This means that your employee can only see the next level of approval even though all other levels are still there.

56. One of our AP Users can not assign an Invoice as the button indicates. When you hit "assign", it takes you back to the Invoice list. Why is this happening?

There is already an Invoice Owner selected for this request. This information is found right above the Request Title. When there is an Invoice Owner selected and you click the assign button, it is assigned to the Invoice Owner automatically without bringing up a list of Users to select for assignment.

57. Can I delete Vendors in the Concur Invoice UI?

No. The capability to delete Vendors in the UI is not available.

58. I'm receiving the following error: "Not all payment request(s) were successfully submitted. See below for a summary of why the rest of the payment request(s) were not submitted. Result – The Vendor originally assigned to this request was declined by your organization's Vendor Manager. You must select another vendor prior to submitting this request." Why is this happening?

If your company has removed or replaced Vendors or if a submitted Invoice contains a Vendor that is being changed or replaced, you may receive this error. Changing Vendor data in an import can result in disabling the previously-used Vendor. You must reopen the Invoice and select the Vendor again.

59. I don't see a category to log Intelligent Capture cases in Concur Client Central. How do I log a case for an Intelligent Capture issue?

Intelligent Capture cases should be logged under "Concur Invoice" as Intelligent Capture is considered part of Concur Invoice.

Concur Cliqbook

Airfare Booking Information

60. When a site has a hub added to it, why does this result in slow responses?

Adding a hub to a site where there is also a natural co-terminal can slow down the site's performance. The site may also time-out more frequently. These symptoms are most evident if a hub is present in LA, and NYC and to a lesser degree if a hub is present in SFO and LON. The reason the system slows down is that the system performs the standard search and then also searches the hub in LAX, NYC, SFO or LON. The double search obviously takes more time. We recommend that the added hub be removed and that the client use Concur Cliqbook default settings.

61. Why is Cliqbook returning lower options that are not within the specified time window in a search by arrival?

Searching by departure, rather than arrival time, consistently displays the most options within the time window indicated. When searching by arrival time, Cliqbook internally calculates a reasonable departure time based on distance between airports and time zones. There are some airport combinations, mostly connecting service, where the calculation does not always pick a reasonable departure time to guarantee arrive by.

62. When booking a meeting using a ghost card while booking an Instant Purchase carrier, why is the warning "Instant Purchase/ticket will be issued" not displayed?

If the Ghost Form of Payment (FOP) is built into the meeting, it inhibits the Trip Information screen where the user agrees/accepts the instant purchase. If using a ghost card for a meeting, the assumption is that the attendees use it for any flight.

63. Can I use a Trip Template to book a reservation in Concur Cliqbook for more than one User?

If using a Trip Template, Concur Cliqbook will only allow one passenger per template.

64. When attempting to make a reservation using SWABIZ, the User is able to get as far as the purchase page, but receives an error regarding a missing address. There is no place that the User could see to add the address. What do I do to help the User?

Check the SWABIZ Config page setting. If the system is configured to hide the charge card information, the address will also be hidden.

To check the configuration:

1. Login to Cliqbook or CT&E.
2. Select **Administration > Travel System Administration**.
3. In the Company-Specific section of the navigation menu on the left side of the screen, click the **SWABIZ Configuration** link.

4. Select the company from the **Choose a company travel configuration** drop down list.
5. Under the **Credit Card Options** header you will see the **Hide credit card information** check box.
6. If this box is selected, the credit card information including the address will be hidden.

65. How could a trip that was purchased and ticketed directly with a TravelFusion vendor not appear in the trip library?

This can occur when booking TravelFusion fares through Cliqbook.

There is an important step during this process in which we send the payment information over to the vendor and we wait for a confirmation. During this process there can be an error, or a timeout, occurring that causes the "booking" in Cliqbook to error out. The error says "Please do not start over or redo this booking. Please allow 15-20 minutes and wait for an email from the air vendor."

When this occurs, the trip has been booked with the vendor but the PNR is essentially "dead" within Concur due to the error message. There is no possibility to import or move this trip back into Cliqbook when this occurs.

66. Is it possible to manually manipulate TravelFusion bookings to show as "Ticketed" in the Trip Status?

Unfortunately there is no way to show these as "Ticketed" because of GIDS and its requirement to have a ticketing event. A web fare from TravelFusion comes through as a passive segment and therefore the status will remain as "Confirmed".

67. Why am I receiving a server error when trying to import an unused ticket file at the site level, using Used Tickets, import/export tab?

There have been reported issues of server errors from loading the information using the import/export function at the site level.

A recommended work around is to use Import Data, and select csv import template: unused tickets. This is found under **Travel System Administration > Company Specific > Import Data > Import format samples**, click **download csv import template: used tickets**.

Advise Customer to complete the above document, then follow the import steps below:

1. Select the specific company in question
2. Search- add task mode
3. Upload the document then select import and import type unused ticket from csv.

The document you upload is best accepted using .csv.

68. Why aren't results returned when trying to book a multi-segment or open jaw trip for AirTran with Newskies enabled?

Concur Cliqbook does not support multi-segment booking for Direct Connect carriers. This also includes any other guaranteed ticketing carrier/instant purchase carrier, and TravelFusion/Webdirect flights. The only exception is Air Canada Direct Connect.

69. Why isn't JetBlue being returned when I search a multi-segment routing with Navitaire enabled?

Concur Cliqbook does not support multi-segment booking for Direct Connect carriers. This also includes any other guaranteed ticketing carrier/instant purchase carrier, and TravelFusion/Webdirect flights. The only exception is Air Canada Direct Connect.

70. Why was my trip cancelled when I did not request it to be cancelled?

The trip was cancelled as an Unfinished Reservations (orphaned trip) because the User did not finish the booking process within Concur Cliqbook. Concur Cliqbook will send the User an Unfinished Reservation email advising them they have trip that needs to be either completed or cancelled. If they do not take action, Cliqbook's Auto Cancellor (Auto Bot) will automatically cancel the booking within 6 hours from the creation time.

Direct Connect Carriers/Participants can also be cancelled as Unfinished Reservations as noted on the Trip Cancel Travel Service Guide. The specifics are below:

- Air Canada (AC) and AirTran (FL) Direct Connects up to 24 hours after the reservations have been booked, once the 24 hour window has passed these carriers must be cancelled via the agency and are treated as passive content
- Hilton Direct Connect bookings
- Park N Fly bookings
- RideCharge taxi bookings
- GT3 limo bookings
- Alt-GDS Sabre WN bookings that have not yet been ticketed in Sabre
- Dining segments
- Non-GDS Rail (Deutsche Bahn, UK Rail, SNCF, Via Rail)

Hotel Booking Information

71. Why is Concur Cliqbook showing all of the Hotel cancellation policy information for this hotel, when my specific rate code is "XYZ"?

We return all cancellation information found in the HOD (Hotel Detail) from the GDS so that the User is aware of any and all restrictions. If the Agency/Customer does not like this, we'd encourage them to address this with the specific hotel and the GDS to have the incorrect information updated and/or removed.

72. How do I prevent non-refundable hotel rates from being returned in a Concur Cliqbook hotel search?

You can use the Travel Rule Builder by setting up a rule to hide hotels based specific words in the rate description; for the rate description use 'non-refundable'.

To add a rule:

1. Go to **Admin > Company Admin > Travel Rule Builder** on the left, in the blue.
2. In the Rule Template Category choose **Hotel**, and ensure that you are pointing towards the correct Travel Configuration.
3. Click **Load**.
4. Once the page loads, click **Add**.
5. Choose the Rate Description contains any of text rule.
6. The rule will appear below, which you can add your desired excluded text such as non-refundable, as an example.
7. Enter the Rule Name.
8. Click **Save**.
9. At the top of the page, click on the blue link called **Edit Rule Values**, which will take you to the Sites Travel Policy Admin.
10. Once there, choose the correct Rule Class, and click **Load**.
11. When the Rule Class refreshes, click **Edit** next to Hotel.
12. The entire list of rules available will be displayed, including the one just created.
13. Go to the individual rule that was just added, and check the box on the left hand side to activate it.
14. Choose an option to trigger the rule, such as **Hide Results**.
15. Click **Save**.

73. Why would a User be billed a "Hotel No-Show Fee" for a booking that they didn't complete and didn't want?

Should this exact scenario occur, the User most likely created an Orphan Trip/Unfinished Reservation very close to the hotel's cancellation policy. Cliqbook runs the Auto Canceller after 6 hours from creation. If this happens close to the time of cancellation, it is possible that the reservation was cancelled inside of their cancellation policy, resulting in a no-show charge.

Orphan trips occur when the user does not follow the booking process through to completion by selecting **purchase ticket** or **confirm booking**. The user made the reservation and either clicked the "x" to close the application or abandoned the booking (by walking away) hence not completing the trip successfully. The user should have completed this trip successfully to ensure the hotel was reserved correctly.

74. Why aren't Canadian Government hotel rates returned in a hotel search?

Cliqbook does not currently support Canadian Government hotel rates.

75. Why is a traveler receiving an error message stating "Name or/FG-number required *" when booking a hotel room?

Clients will receive this error when frequent guest program numbers or the client's name in Cliqbook doesn't quite match the name in the frequent guest program. The following troubleshooting steps can help you determine where the error might be. If you find that these elements do not match, the client will need to make corrections in the frequent guest program.

Summary of Resolution using John Doe III as an example.

The III on the end of the user's last name is passed into the reservation and the system tries to apply the frequent guest number, but was not successful. When the III is removed from the Cliqbook profile and the process tested again, the hotel room was reserved. However, the client needs to have the III on the Cliqbook profile for airport security. The solution is to update the name in all of his or her frequent guest profiles.

Detail of Troubleshooting Procedures

In this troubleshooting example, the user's name is John Doe III and he has frequent guest numbers entered for Hilton and Hampton Inn.

1. Ask for the specific user's login information.
2. Ask for permission to test the process as the user's administrator.
3. Verify the frequent guest numbers for hotel bookings. In this example, assume that you found two numbers for the same program. (John Doe III has a number for Hampton Inn and the same number for Hilton. He only needs the Hilton number since the Hilton program includes both Hilton and Hampton Inns.)
4. Verify that the User's name on the frequent guest program matches the name in the Cliqbook profile. (If the user has John Doe III in Cliqbook and John Doe on the frequent guest program, then the names do not match.)
5. Test the hotel booking procedure. If the name and number errors highlighted in the above steps exist, you will probably see the error message.
6. Change the name in the Cliqbook profile to match the frequent guest account name.
7. Test the booking procedure again. It should be successful.

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8. Cancel the test booking.
9. Change the user Cliqbook profile name back to the original name.
10. Advise the user to update his or her name on the frequent guest account to resolve the problem.
11. Advise the user to delete the unneeded frequent guest program number (if it is present - the name error alone can account for the error.) For this example, the Hampton frequent guest number is covered by the Hilton frequent guest number and may cause errors with both. Other hotel frequent guest programs may be related to each other in different way or not related at all.

Configuration (rules/setup/reports) Information

76. Is there a delay when adding hubs to a site?

Yes, there is a 24-hour delay when adding a hub to a site. The delay is not experienced when removing hubs from a site.

77. What are the steps to update a global Ghost Card?

There are two ways to do this:

1. On the individual site, under Corporate Ghost Cards.
2. On the Travel Configuration which impacts all users for Air Only.

To change a Ghost Credit Card number on the individual site:

1. Click the **Company Administration** tab.
2. Under Travel Administration on the left side, in the blue, click **Corporate Ghost Cards**.
3. There are two drop down lists, the first is Modify Corporate Ghost Credit Cards By; the second is Corporate Ghost Credit Card.
4. Do not change the default of Modify Corporate Ghost Cards from Corporate Ghost Credit Card.
5. In the second drop down, **Corporate Ghost Credit Card**, select the credit card you are updating.
6. When the additional fields appear on the screen, click in the **Credit Card Number** field under **Credit Card Properties**.
7. Enter the new Ghost Credit Card number without the dashes. The system will automatically add the dashes when you save the change.
8. Review and update other information on the screen as needed.
9. Click **Save**.

To change the Global Ghost Credit Card on the individual Configuration:

1. Select **Admin > Travel System Admin**, and select the individual Company's Letter.
2. Go to the Travel Configuration for the Company.
3. Click on the quick link/hyper link called **Ghost Card**.
4. Select Card Type and enter the card number, and expiration date without the dashes. The system will automatically add the dashes when you save the change.
5. Click **Save**.

78. Attendees are not showing up on meeting reports although they have booked travel with the agency. Why is this happening?

For the Attendee Arrival and Departure report, the CLIQUSER and CLIQUID is required for the name to appear in this report. For other non-meeting reports, the CLIQUSER line is not required.

Direct Connect Information

AIR CANADA

79. What are the Air Canada fare classes and buckets? And how are the buckets numbered so I can create Flex Faring travel policy rules in Cliqbook?

	Fare Class(es)	Cliqbook Bucket #
Tango	E,G,K,N,P,R,T,Z	1
Tango Plus	A,B,H,L,Q,V,S	2
Latitude	M,U,Y	3
Executive Class	C,J	5

80. How do travelers access and book Air Canada inventory in Cliqbook?

Access Concur Cliqbook Travel just as you would for any other trip and select an Air Canada Direct Connect flight from the airfare research results. Cliqbook will walk you through the steps of booking the flight. The flight fare basis, rules and applicable options will be given to you at the time of booking. Bookings are instant purchases rather than sent to a queue for transaction completion.

81. Will the traveler receive a confirmation e-mail from Air Canada for bookings?

Yes. Emails are sent for retail and Flight pass bookings. Retail booking confirmations will be sent from confirmation@aircanada.com and Flight pass booking confirmations will be sent from fpconfirmation@aircanada.com.

82. For Air Canada, why does the Advanced Seat Selection fee not show up on my finished itinerary?

Advanced seat selection opt-in for Tango fares is not charged to the user until the seat is actually selected.

83. Can Air Canada private fares be booked through the Direct Connect?

Air Canada now supports private corporate discounted fares through their Direct Connect. Once this feature can be deployed widely, there will no longer be a need to source fares from both Air Canada Direct Connect and the GDS, which will simplify the experience for travelers.

To enable this feature, customers must contact their Air Canada account manager and their Travel Agency for activation. Concur is able to assist the agencies with the Company Travel Configuration, but does not have the authority to enable the feature as Air Canada is conducting a controlled rollout.

84. How will Air Canada schedule changes be communicated to the agency and the traveler?

Air Canada will communicate changes directly to the traveler via e-mail.

SWABIZ (Southwest Airlines)

85. Can I select a seat for my SWABIZ booking?

SWABIZ bookings do not allow for seat selection. Choosing a Business Select fare, however, will allow the traveler boarding priority.

86. How will I receive confirmation of a SWABIZ booking?

Travelers will receive a confirmation e-mail from Southwest and Cliqbook, once the trip has been booked.

87. Can you cancel or change a ticket from a SWABIZ booking?

Ticket change and cancel are not currently supported by BookingBuilder.

The traveler will receive the following error message: "This trip has air or hotel segments that cannot be cancelled through Cliqbook. Travel purchased through SWABIZ by Booking Builder cannot be canceled through Cliqbook. Please contact your company's travel agent to withdraw this trip."

88. Why do I receive a transaction fee "System Message" while establishing the SWABIZ configuration?

The SWABIZ by Booking Builder transaction fee must be set to any amount above 0, or the following error message will be displayed: "The SWABIZ by BookingBuilder transaction fee has not been properly configured for this Company Travel Configuration. Please contact Concur Cliqbook Travel Client Services."

Please send an e-mail to cliqbooksetup@concur.com to request that the "Alternate GDS Air Surcharge" Cliqbook Fee be configured for those travel configurations so that SWABIZ can be enabled. Please make sure to include the ID and Config ID (from Travel System Admin) for each travel configuration.

89. Why am I getting a "Your Company requires that you use a Traveler Account" error in SWABIZ?

When configuring the SWABIZ company ID on the SWABIZ Web site, the Travel Manager has two fields that they can mandate which will require that their travelers establish Traveler Accounts (profiles). Those files must **not** be required in order to allow SWABIZ in Cliqbook to work successfully.

Those fields are:

Ghost Card Management - Will all Travelers be required to use Ghost Cards Only? (Select this box if Ghost Cards are required for air travel. If checked, all travelers will be required to create and use a Travel Account in order to book travel.

And the other field...

Internal Reference Numbers - Will all Travelers be required to use Internal Reference Numbers (IRNs) in order to book travel? (Choices are: Yes. All travelers must select from Company-Defined IRNs.(Requires Traveler Account login.). Yes. All travelers must select from Company-Defined IRNs or enter an alternative IRN. No. Travelers are not required to enter IRNs. Note** on the Internal Reference Numbers fields there are no additional radio buttons from which to choose. Only the first one should not be selected.

90. Are multi-segment or open-jaw bookings supported by SWABIZ?

SWABIZ only supports bookings that are one-way, round-trip or multi-segment of type a-b/b-c. Multi-segment trips of type a-b then c-a are not permitted, per limitations on the SWABIZ site, and would need to be booked as two one-way trips.

AIRTRAN AIRWAYS

91. What is the Cliqbook Direct Connect to AirTran Airways?

It is an additional enhancement to Concur's corporate travel management product, Cliqbook. Concur has developed a direct link to AirTran Airways host system that enables a user full access to fares, expanded availability as well as functionality to reserve and sell travel on AirTran Airways.

92. Does the AirTran Direct Connect support multi-segment bookings?

No, the AirTran Direct Connect does not currently support multi-segment bookings through Cliqbook.

93. How are AirTran Direct Connect tickets issued?

AirTran Airways is one of the first carriers to go completely ticketless; therefore, there is no ticket issued by an agency. Air travel is just reserved and sold instantaneously. You are provided a confirmation number confirming your reservation.

94. Can I book First Class with the AirTran Direct Connect?

Yes, the AirTran Direct Connect support First Class, when rules allow.

95. How do I select a seat for an AirTran Airways direct connect airfare booking?

When purchasing an AirTran Airways ticket using the Direct Connect option, you will be given priority status of seat assignment. You can also select a seat on AirTran Airways at the time of booking.

96. How will AirTran Airways Direct Connect bookings be reported?

Reporting for both your Direct Connect and Agency bookings will be the same as they are reported on today.