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

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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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.

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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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.

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.
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
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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.