Travel & Reimbursement Services
THE UNIVERSITY OF UTAH

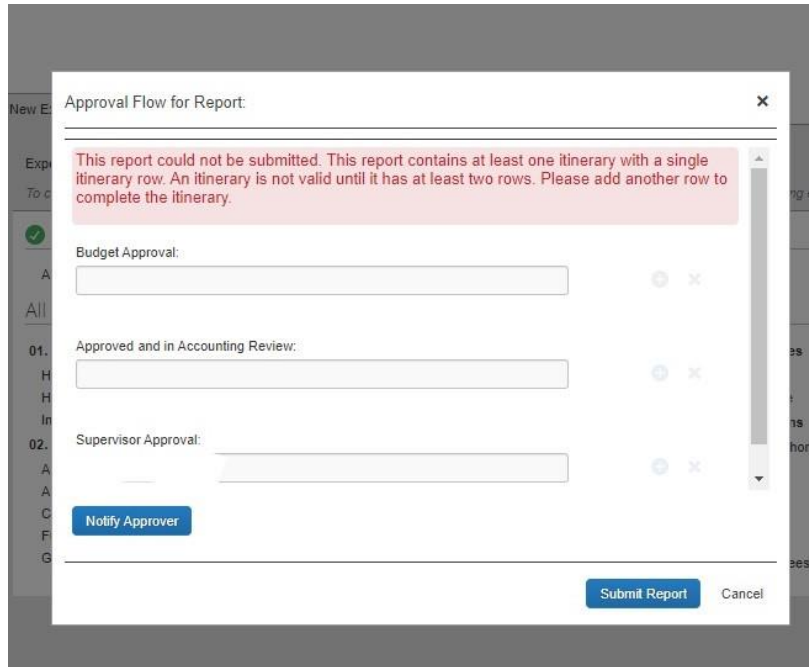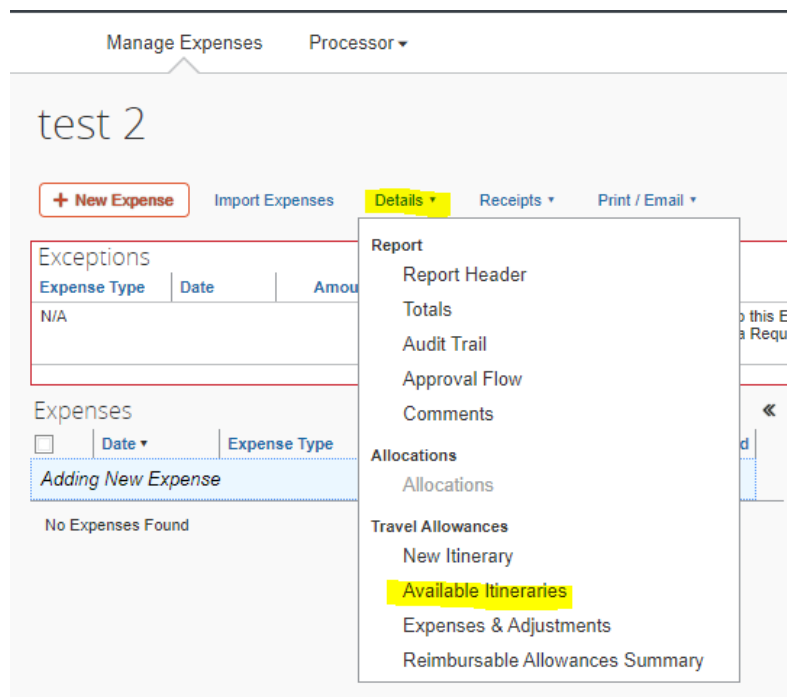## Single Itinerary Row Error

The *single row itinerary error* when trying to submit your expense report is related to how your Per Diem itinerary was entered. To clear the error and submit the report follow the following steps:

1. Click the 'Details' drop down and go to 'Available Itineraries'.

2. Here you will see your entered itinerary. There should be 2 lines in the itinerary, one for the flight to the destination and one for the flight back. You will either see one or two itineraries with one line – we will need to edit them so there is one itinerary with two lines. Select the assigned itinerary to click the blue 'Edit' button on the top left.

3. Select the entered itinerary line to edit the stop on the right. Here Concur wants to know the information for the Departure flight only. The date should be the same (or the next day for some international travel) and only encompass the flight time. On the example below, the arrival date is changed to 1/11/22 to match the departure date. Click 'Save' on the bottom right once finished.

4. Now you will be able to enter the information for the returning flight in a 'New Itinerary Stop'. Once that's entered, click 'Save' and then 'Next' on the bottom right.

5. You'll be sent to the 'Expenses & Adjustments' tab where you can exclude per diem for any meals the conference or other entity provided/the traveler didn't have to pay for. Once that's complete, click the 'Update Expenses' button on the bottom right.

6. This will fix the error and will allow you to 'Submit' the report. To double check on that itinerary and see the two rows, click 'Details' and go back to 'Available Itineraries', this is how it should look!

Travel Allowances For Report: test 2					☐ ✕

Create New Itinerary	Available Itineraries	Expenses & Adjustments	Reimbursable Allowances Summary

Assigned Itineraries

Edit | Unassign

	Departure City	Date and Time ▲	Arrival City	Date and Time	Arrival Rate Location	
⊖ Itinerary: test 2						
	Salt Lake City, Utah	01/11/2022 07:30 AM	Las Vegas, Nevada	01/11/2022 08:45 AM	CLARK COUNTY, US-NV, US	
	Las Vegas, Nevada	01/14/2022 09:00 AM	Salt Lake City, Utah	01/14/2022 11:00 AM	SALT LAKE COUNTY, US-UT, US	

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