Changing the “Book” Link on an Approved Request to the “Expense” Link

Help! I have an approved request, and I have traveled, but the blue link beside my request is “Book” and I need it to be “Expense”. What do I do?

Answer:
The cause of this issue is selecting the incorrect answer for “How will you be booking your travel” on the request.

Open your request, and view the request header. Look at the question “How will you be booking your travel?” The choices are:

If you selected option 1 or option 3, Concur expects you to book online through FCm. For purposes of answering this question, calling FCm to book your travel is not the same as actually booking within Concur. If you choose option 1 or option 3, and use the link beside the request to book, you will see the Expense link appear as soon as you complete your booking.

In this case, you did not book online through FCm within Concur. To get your Expense link, open your request. In the upper right corner, you should see a Recall button:

Click Recall. You can then edit the request. Change your selection to the question “How will you be booking your travel” from option 1 or 3 to 2 (to send it back to your supervisor for approval) or 4 (to bypass the supervisor approval, which means the written approval documentation must be kept in your office). Submit the request again. Once it is approved, the Expense link will appear beside the request.