



## How To Fix Fax and Upload Receipt Errors

<b>Most Common Errors</b>		
Blank Pages	The pages received by Concur are blank.  There is no cover page.	Typically, the user has inserted the pages in the fax machine wrong-side up/down. The majority of fax machines accept pages print-side down.
No Cover Page	The pages we received did not contain a fax receipt cover page.	The user has not included the required Concur fax receipt cover page.  The data in the bar codes is used to associate receipts with an Expense report.
Poor quality Fax/Print	A fax receipt cover page has been received but the quality of the original fax receipt cover page or fax transmission is such that our bar code recognition software is unable to interpret it.	Ensure the bar code area in particular is complete, clear and dark.  Set printer to the highest resolution. Must be a minimum of 300 dpi.  Print fax receipt cover page on plain, white paper with no watermarks, logos or hole-punched.
<b>Errors Before Faxing</b>		
Printed Landscape	The user printed the fax receipt cover page in landscape mode rather than portrait.	The fax receipt cover page must be printed in portrait mode to accommodate the bar codes.
Missing Bar Code – User	User has faxed the second page of the fax receipt cover page (i.e. the instruction sheet)	User must fax the fax receipt cover page that contains the bar codes.
Altered Bar Code – User	The bar codes on the fax receipt cover page have been covered, written on or smudged.	The user must take care to leave the bar codes unaltered.
Missing Bar Code - Application	The fax receipt cover page is missing the bar codes.	Re-print the fax receipt cover page and ensure there are full bar codes. The current standard is 3 full bar codes running vertically down the left side of the fax receipt cover page.
Clipped Bar Code - Application	A portion of the bar code(s) is missing from the fax receipt cover page due to the application. (This may be either one bar code or all bar codes).	Re-print the fax receipt cover page and ensure there are full bar codes.  The current standard is 3 full bar codes running vertically down the page.
Clipped Bar Code - Printer/Fax	A portion of the bar code is missing from the fax receipt cover page due to the printer or fax machine. The bar code may be cropped at the top or bottom of the page. The bar code may run onto a separate page. This may be caused by incorrect margins or font size.	Re-print the fax receipt cover page and ensure full bar codes on a single page.
<b>Errors At The Fax Machine</b>		
Transmission Error	Any image that is partially received and the remainder of the page is either gray or black or the entire page is gray.	The transmission from client fax machine to Concur has been interrupted.  User should re-send and look for a fax confirmation from their fax machine.



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Second Page on Cover Page	The second page is fed on top of the fax receipt cover page. This miss feed obscures the fax receipt cover page and we are unable to interpret it.	User must ensure the pages are fed one-at-a time either by the fax machine or manually.
Skewed Bar Code	The fax receipt cover page is crooked resulting in a skewed bar code that we are unable to interpret.	<p>Ensure the printed fax receipt cover sheet is straight.</p> <p>Ensure the feed of the pages into the fax machine is straight.</p>
<b>Image Upload Troubleshooting</b>		
Image Upload	The user has trouble uploading an image.	<p>Ensure that the correct file format is used (TIFF, JPEG, and PDF).</p> <p>Ensure that the file size does not exceed that maximum limit.</p>
	The user has trouble viewing an uploaded image.	<p>Allow sufficient time for color images to upload (color images are typically very large and can take a long time to view; this may appear as though the imaging service is not working).</p> <p>Ensure that the correct version of Acrobat Reader is used.</p> <p>Ensure that the default system action is not set to Save file and Vista security settings are set to trust Concur content. (These settings can prevent the image from loading and force the user to Save, and then open locally).</p> <p>Check pop-up blocker settings, which may prevent the display of uploaded images.</p>