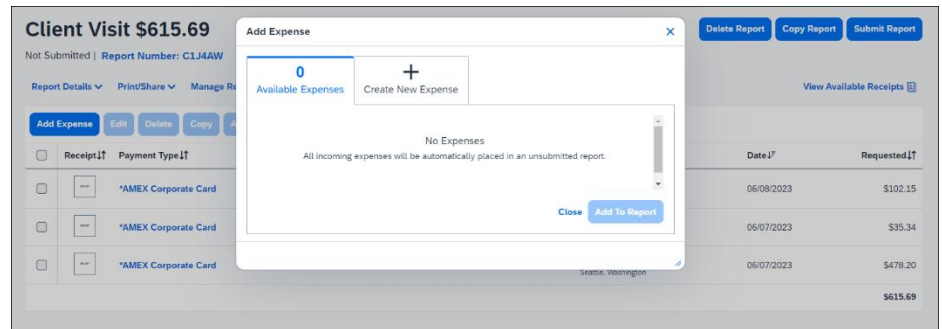# Troubleshooting Missing Transactions

After you have added your trip expenses to an unsubmitted expense report, you will see your company card charges on the **Available Expenses** tab.

If the expenses you have created are not appearing on the **Add Expense** screen, you will need to troubleshoot the missing transactions.

Note that it can take up to 10 days for some transactions to appear. First, check to see if the missing corporate card charges are on your bank statement. If the charges appear on your bank statement, contact an Administrator to check if the transactions are hidden.

If the missing charges are not on your bank statement, perform the following steps:

1. Log out, and then log back in to SAP Concur.
2. Ensure that the purchase was made on the correct card and was posted to your statement.
3. Click the **Available Expenses** link to see if the charges have appeared.
4. Search for transactions via time frame, which will show charges already included in the reports.
5. If you have a delegate, verify that the delegate has not added the charge to a recent report.

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