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## Attach receipt images

If your company uses Concur's Imaging service, you can:

- Upload an image into Expense and:
  - Attach it at the **report** level, if applicable
  - Attach it at the **expense entry** level, if applicable
  - Save it directly to the **Available Receipts** library, where later you can attach it at the expense entry level.
- Email an electronic image to Concur; it is automatically saved to the Available Receipts library, where later you can attach it at the expense entry level

## File types and limitations

- The available file formats are: PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF.
- When scanning, the images should be scanned at 300 dpi or lower to reduce file size. For best results, scan or take a photo as a black and white picture with no more than 1024 x 768 image resolution.
- There is a size limit for each image file; the **Receipt Upload and Attach** window displays that limit.
- No more than 10 files can be uploaded in a single session. To upload more than 10, simply upload the first 10 and then upload another 10, until done.

## **IMPORTANT – Note about PDF Files**

There are several types of PDF files. The PDF files listed here cannot be successfully uploaded as images:

- **Password protected:** These files cannot be decrypted so they cannot be stored by Concur.
- **Portfolio PDFs:** These "collection" PDFs can contain files with various file types. Concur Imaging keeps any included file with an acceptable imaging file type (PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF) and discards the remaining files.
- **AcroForm PDFs:** These PDFs may upload but the text in these Acrobat fill-in-the-blanks forms will likely not be visible. In fact, this issue occurs only if multiple AcroForms are uploaded; single AcroForms likely upload properly. Best practice is to avoid uploading AcroForms since the results are not reliable.

- **XFA PDFs:** These XML-based PDFs collect information associated with electronic forms. Since they are interactive, they cannot be successfully uploaded.

### **Attach images to the expense report or an expense entry**

You can attach images at the report level or the expense entry level. Your company may define which method you should use.

If you do not attach the required images while creating or editing an expense report, you will be reminded when you submit the report.

To upload and attach images to the expense report:

1. With the expense report open, click **Receipts > Attach Receipt Images**. The **Receipt Upload and Attach** window appears.
2. Click **Browse** (or **Choose File**, depending on browser).
3. Navigate to the image file, then click **Open**.
4. *Optional:* Repeat step 3 for additional images up to 10 (for this session).
5. Click **Upload**.
6. Click **Close**.  
**NOTE:** The amount of time required to upload the images depends both on the size of each file and the connection speed.

To upload and attach local images to individual expense entries:

1. With the report open and the expense open, click **Attach Receipt**.
2. Click **Browse** (or **Choose File**, depending on browser).
3. Navigate to the image file, then click **Open**.
4. Click **Attach**.
5. Click **Close**.

Please note the following:

- You can easily [view](#) your attached images.
- If you attached the wrong image, you can [delete](#) and try again.
- If you have problems, refer to the [troubleshooting](#) information.