SAP Concur Training

CRRWH, Spring 2023

Expenses submitted more than **182 days** after being incurred will not be reimbursed

We will not reimburse expenses over 182 days old. Exceptions are granted only in rare cases of extenuating circumstances. Extenuating circumstances that prevent submission within the 6-month period are expected to be rare. Circumstances that *may* justify an exception include extended personal illness; death in the family; unanticipated extended leave of absence; or travel outside the country for an extended period of time if documentation cannot be readily sent to the University. Extenuating circumstances must be explained in the expense report. Forgetting about the expenses, not knowing how to use Concur, or any other issue that could be addressed through responsibility or seeking assistance are not extenuating circumstances and will not get you an exception to the 182-day rule.

Report Requirements

- Completed and signed justification form
- Conference/meeting agenda, if applicable
- Itemized receipts

A justification form must be completed in its entirety and attached to the expense report. However, if you are requesting reimbursement for travel to a patient/research participant's house, DO NOT include the study name or any details of the study anywhere on the justification form or report. (This is for HIPAA compliance.)

Center for Research on Reproduction and Women's Health

Expenditure Justification Form for Concur Expense Reports
For assistance, refer to the info within Concur and resources on the BEN Helps Support Portal

Submitted by: _____

Principal Investigator: _____

Account Name: _____ Fund Number: _____

Description of Expense: _____

Vendor/Business
Name(s), if not travel: _____

Amount of Expense: _____ Date of Expense: _____

Invoice #, if applicable: _____

Any Missing Receipts? Complete a Missing Receipt Affidavit as described here

Please describe below why this purchase is necessary for the project or business endeavor and why it should be charged to this account. The explanation should be detailed enough that an auditor or central administrator can understand why this is allowable, allocable, and reasonable without reading the full proposal or grant award.

Notes: _____

Certification of Principal Investigator: I have authorized the allocation of the expenses as listed against the above referenced fund. If charged to a sponsored project fund, I hereby certify that the expenses described above are allowable, allocable to the project, and reasonable in accordance with Penn Financial Policy 2110.

_____ _____

Signature of Principal Investigator   Date

"
Please describe below why this purchase is necessary for the project or business endeavor and why it should be charged to this account. The explanation should be detailed enough that an auditor or central administrator can understand why this is allowable, allocable, and reasonable without reading the full proposal or grant award.
"

This is a preview of the justification form that is required on every expense report. Please provide a detailed justification in the indicated field. This justification should be more than just stating what the purchase was; it should explain *why* the purchase was made (i.e., how it benefits the grant project or University business).

Click here for instructions on how to attach the form to your report.

Report Requirements

- Completed and signed justification form
- Conference/meeting agenda, if applicable
- Itemized receipts
  - Must show:
    - Transaction date
    - Name of merchant
    - Transaction details (what was purchased)
    - Form of payment used
    - Amount of purchase
    - Indication that the amount was paid
  - For foreign currency transactions, also need a credit card statement
  - Some receipts require additional detail (meals, airlines, hotels, etc.)
  - Entire receipt must be represented on report
  - Missing Receipt Affidavits can only be completed by purchaser, not delegate

A justification form must be completed in its entirety and attached to the expense report. However, if you are requesting reimbursement for travel to a patient/research participant's house, DO NOT include the study name or any details of the study anywhere on the justification form or report. (This is for HIPAA compliance.)

If the report is for travel to a conference/meeting, please attach a full conference agenda as well.

All expenses $25 or more (minus per diem rates) require itemized receipts. Please attach each receipt once to its associated expense line. Receipts must include the transaction date, the name of the merchant, an itemized list of what was purchased, the form of payment used, the amount of the purchase, and proof of payment (like the last four digits of the credit card used). If the receipt is in a foreign currency, you must also include a credit card statement or bank statement that shows the transaction amount in US Dollars. This US Dollar amount is the basis for the reimbursement.

When creating the expense lines in your report, the entire receipt must be represented, even if you are not requesting reimbursement for the entire transaction. In these instances, you must itemize the expense to include a non-reimbursable portion. Do not simply reduce the line amount by omitting portions of the receipt.

If you absolutely cannot obtain a receipt for an expense, you may be able to fill out a Missing Receipt Affidavit in place of the receipt. Missing Receipt Affidavits are now completed electronically within Concur. See the BEN Helps article "Missing Receipt

[Affidavit](#)" for instructions. Delegates cannot create these Affidavits; they must be completed by the requester. If you are a delegate creating a report that will include a Missing Receipt Affidavit, please notify your PI that they will need to complete the Affidavit themselves before submitting the report.

Create New Report   ✕

* Required field

🛑 Type of Travel/Reimbursement *
None Selected   ⌄

Country Code ❓
▼ ⌄ Search by Text

Report Name *
[   ]

Report Date *
10/31/2022   📅

Policy *
US Expense Policy   ⌄

Business Justification *
[   ]

School/Center *   ①
▼ ⌄ (40) MED

CNAC-ORG-BC-FUND - Funding Source *
▼ ⌄ (400-4628-1-000000) MED-WM\-ADMIN-Y...

Program *
▼ ⌄ (0000) NOT PROG REL

CREF *   ②
▼ ⌄ (0000) UNDEFINED

Lawson AU-UPHS COA ❓
[   ]

Affiliation
Faculty/Staff

Trip Begin Date
MM/DD/YYYY   📅

Trip End Date
MM/DD/YYYY   📅

Notes to Approver
[   ]

Cancel   **Create Report**

This is a screenshot of the first page you encounter when creating a new report. The same fields are available in the Report Header once you've created the report, so if you miss entering a field in this step, you can fix it later in the Report Header.

Report Header

Create New Report   ✕

* Required field

Type of Travel/Reimbursement *
None Selected   ⌄

This field is missing required information.

None Selected

1. Domestic

2. International

3. Local (less than 50 mile radius)

4. Non-Travel Expense

Country Code ❓
▼ ⌄ | Search by Text

Policy *
US Expense Policy   ⌄

CNAC-ORG-BC-FUND - Funding Source *
▼ ⌄ | (400-4628-1-000000) MED-WM\-ADMIN-Y...

Lawson AU-UPHS COA ❓

Report Name *

Business Justification *

Program *
▼ ⌄ | (0000) NOT PROG REL

Affiliation
Faculty/Staff

Trip Begin Date
MM/DD/YYYY   📅

Trip End Date
MM/DD/YYYY   📅

Notes to Approver

Cancel   **Create Report**

For Type of Travel, you should be selecting from one of the following:
- Domestic – travel within the US.
- International – travel outside the US.
  - If you select International, also fill out the Country Code field.
- Local – travel within 50 miles of Penn's campus.
- Non-Travel Expense – purchases not associated with travel, like an Amazon order.

Create New Report

                ✕

* Required field

🛇 Type of Travel/Reimbursement *

None Selected   ⌄

Country Code ❓

▼ ⌄   Search by Text

Report Name *

Report Date *

10/31/2022   🗓

Policy *

US Expense Policy   ⌄

Business Justification *

School/Center *   ❶

▼ ⌄   (40) MED

CNAC-ORG-BC-FUND - Funding Source *

▼ ⌄   (400-4628-1-000000) MED-WM\-ADMIN-Y...

Program *

▼ ⌄   (0000) NOT PROG REL

CREF *   ❷

▼ ⌄   (0000) UNDEFINED

Lawson AU-UPHS COA ❓

Affiliation

Faculty/Staff

Trip Begin Date

MM/DD/YYYY   🗓

Trip End Date

MM/DD/YYYY   🗓

Notes to Approver

Cancel   **Create Report**

Give the report an informative Report Name. For example, "Travel to winter 2022 AACR conference," not just "travel to conference."

If you are requesting reimbursement for travel to a patient/participant's residence, DO NOT put the study name or any details pertaining to the study in this field.

Create New Report ✕

* Required field

🛈 Type of Travel/Reimbursement *
None Selected ⌄

Country Code ❓
▼ ⌄ | Search by Text

Report Name *
[ ]

Report Date *
10/31/2022 📅

Policy *
US Expense Policy ⌄

Business Justification *
[ ]

School/Center * ❶
▼ ⌄ | (40) MED

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Lawson AU-UPHS COA ❓
[ ]

Affiliation
Faculty/Staff

Trip Begin Date
MM/DD/YYYY 📅

Trip End Date
MM/DD/YYYY 📅

Notes to Approver
[ ]

Cancel   **Create Report**

Provide a brief explanation in the Business Justification field. You can get into more detail in the Justification Form.

If you are requesting reimbursement for travel to a patient/participant's residence, DO NOT put the study name or any details pertaining to the study in this field.

Report Header

Create New Report ✕

* Required field

Type of Travel/Reimbursement *
None Selected ▾

Country Code ❓
▼ ▾ Search by Text

Report Name *

Report Date *
10/31/2022 📅

Policy *
US Expense Policy ▾

Business Justification *

School/Center * ①
▼ ▾ (40) MED

CNAC-ORG-BC-FUND - Funding Source *
▼ ▾ (400-4628-1-000000) MED-WM\-ADMIN-Y...

Program *
▼ ▾ (0000) NOT PROG REL

CREF * ②
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Lawson AU-UPHS COA ❓

Affiliation
Faculty/Staff

Trip Begin Date
MM/DD/YYYY 📅

Trip End Date
MM/DD/YYYY 📅

Notes to Approver

Cancel   Create Report

Enter the account you want to charge. The account info is represented by three boxes: "CNAC-ORG-BC-FUND - Funding Source", "Program", and "CREF". Start typing in those boxes and select the appropriate result from the drop-down menu. Note that these fields do not ask for the Object Code. That means if you're charging the expenses to the 26-digit account number 000-1111-2-333333-4444-5555-6666, you will put 000-1111-2-333333 in the "CNAC-ORG-BC-FUND - Funding Source" box, 5555 in the "Program" box, and 6666 in the "CREF" box.

If your account isn't available, email Paige (paige.orner@pennmedicine.upenn.edu). Once the account is added into the system, it will be available to select the next day.

Create New Report   ✕

* Required field

❗ Type of Travel/Reimbursement *
None Selected   ⌄

Country Code ❓
▼ ⌄ | Search by Text

Report Name *
[   ]

Report Date *
10/31/2022   🗓

Policy *
US Expense Policy   ⌄

Business Justification *
[   ]

School/Center *   ❶
▼ ⌄ | (40) MED

CNAC-ORG-BC-FUND - Funding Source *
▼ ⌄ | (400-4628-1-000000) MED-WM\-ADMIN-Y...

Program *
▼ ⌄ | (0000) NOT PROG REL

CREF *   ❷
▼ ⌄ | (0000) UNDEFINED

Lawson AU-UPHS COA ❓
[   ]

Affiliation
Faculty/Staff

Trip Begin Date
MM/DD/YYYY   🗓

Trip End Date
MM/DD/YYYY   🗓

Notes to Approver
[   ]

Cancel   **Create Report**

These fields are optional unless the Type of Travel/Reimbursement is International. If the expense report is for one continuous trip, enter the Trip Begin Date and Trip End Date.

Create New Report ✕

* Required field

⊘ Type of Travel/Reimbursement *

None Selected ⌄

Country Code ❓

▼ ⌄ | Search by Text

Report Name *

Report Date *

10/31/2022 ▦

Policy *

US Expense Policy ⌄

Business Justification *

School/Center * ①

▼ ⌄ | (40) MED

CNAC-ORG-BC-FUND - Funding Source *

▼ ⌄ | (400-4628-1-000000) MED-WM\-ADMIN-Y...

Program *

▼ ⌄ | (0000) NOT PROG REL

CREF * ②

▼ ⌄ | (0000) UNDEFINED

Lawson AU-UPHS COA ❓

Affiliation

Faculty/Staff

Trip Begin Date

MM/DD/YYYY ▦

Trip End Date

MM/DD/YYYY ▦

Notes to Approver

Cancel   **Create Report**

You may add Notes to Approver if you wish.

If you are requesting reimbursement for travel to a patient/participant's residence, DO NOT put the study name or any details pertaining to the study in this field.

Domestic/International Travel

Reimbursable Time Range

- Typically reimbursed for one day before conference to one day after conference
  - ex) Conference 4/7-4/10: Reimbursement eligible within 4/6-4/11
  - ex) Conference 4/7-4/10, attended only 4/8: Reimbursement eligible within 4/7-4/9
- May reimburse outside +/- 1 day window if valid business reason provided
- Must pay for your own lodging, meals, etc. outside the reimbursable window

The earliest day we typically provide reimbursement for is the day before the conference begins. Similarly, the last day we would provide reimbursement for is the day after the conference ends. For example, if you attend a conference held 4/7-4/10, we could reimburse at most for the days 4/6-4/11. If you arrived at the conference city on 4/5, you would have to pay for your meals, lodging, etc. that day. (Please note that this is assuming you attend the full conference. The +/-1 day reimbursement applies to the days of the conference you attended. If you only attended on 4/8, for example, we would only reimburse for your travel from 4/7-4/9.)

If you can provide a valid business reason for arriving to the conference location early/leaving late, we may be able to reimburse beyond the +/-1 day window.

The grant or fund being used to reimburse expenses may impose additional restrictions on reimbursements.

Meals

Actual Meal Costs

Reimbursement of the actual amount you spent for each meal

Per Diem Rates

Daily meal allowance with rates set by the federal government

Choose one

For trips that require an overnight stay, you can request either reimbursement of actual meal costs, supported by itemized receipts, or the applicable per diem rate. You cannot have both on the same expense report; you must choose either actual meal costs or per diem rates. This excludes Business Meals; Business Meals can still be claimed on reports using per diem rates.

Meals - Actual Meal Costs

- For trips involving overnight stays
- Should not exceed equivalent per diem rates
- Requires itemized receipt and signed credit card receipt
- Alcohol must be itemized
  - Alcohol purchased during a personal meal is non-reimbursable
- Expense Types: Breakfast, Lunch, Dinner, Alcohol

BEN Helps Guide: [Account for Alcohol on Expense Report](#)

Actual meal costs are used for requesting reimbursement of the actual amount you spent for each meal. However, please note that actual costs, as a general rule, should not exceed the applicable daily per diem meal rate. Lunches cannot exceed $35 each and dinners cannot exceed $80 each. When requesting actual costs, each meal line $25 or more must include an itemized receipt that shows the items purchased, as well as a signed credit card receipt if a credit card was used for payment. You must itemize meal expense lines that include alcohol using the Alcohol expense type. Alcohol purchased during a personal meal is not reimbursable.

Meals - Per Diem Rates

- For trips involving overnight stays
- Rates are determined by GSA for domestic travel, DOS for international
- Requires creating an itinerary
- Cannot request per diem for provided meals
- First and last day of travel receive up to 75% of standard full-day rate
- Does not require meal receipts, but does require proof of travel (e.g., hotel receipt)
- Can still include Business Meal lines

BEN Helps Guide: Create Itinerary and Enter Per Diem for Meals- Fixed Meals

If you are not claiming actual meal expenses, you can claim the per diem meal rates. These rates are defined by the General Services Administration (domestic rates) and Department of State (foreign rates). Claiming per diem requires creating an itinerary in Concur. You can then individually select which meals you want to request the per diem rate for. Since you are not claiming actual expenses, you do not need to include meal receipts when claiming per diem. However, you do need to provide proof that the travel occurred. This proof is most commonly a hotel receipt.

If a meal was provided (e.g., offered by a conference/meeting or paid for by a colleague at a business meal), you may not request per diem for that meal, even if you did not eat the offered meal.

The first and last day of travel receive a different per diem rate at 75% of the standard full-day rate. This calculation is more complicated than it sounds and you may receive less for those days than you expect. (See the FAQ on our website for more explanation.)

You can still request Business Meal reimbursement when claiming per diem. Enter the Business Meal on its own line as usual, but do not claim the per diem rate for that meal.

Meals - Business Meals

- May not exceed $35/person for lunch and $80/person for dinner (including tax & tip)
- Attendees must be listed
- Alcohol must be itemized
  - Will be reimbursed only if purchased in conjunction with necessary business entertainment
  - Cannot be charged to a federal grant
- Expense Types: Business Meal (attendees) - Breakfast/Lunch, Business Meal (attendees) - Dinner, Alcohol

BEN Helps Guide: Add Attendees to a Business Meal

Business meals are meals with a clearly substantiated business purpose that are directly associated with the active conduct of University business and takes place in a dining establishment. At a business meal the business discussion is the primary purpose of the meal. A meal that directly precedes or follows a substantial and bona fide business discussion also meets this criterion.

Business meals are meals at which the business discussion is the primary purpose of the meal. Social or celebratory meals are not business meals.

Business meals may not exceed $35/person for lunch and $80/person for dinner (including tax and tip). If the meal went above that threshold, you must itemize the Business Meal line to mark the remainder as non-reimbursable. Alcohol must also be itemized as the Alcohol expense type, and it will not be reimbursed from federal grants.

Business Meal lines require a list of attendees. Please include full names.

In addition to Business Meals, there is also a Campus Business Meetings expense type. Campus Business Meetings are defined as: "Refreshments for meetings, lab lunches, groceries, box lunches etc. constitute meeting expenses. To be used when the primary focus is the meeting at which food is brought in."

Hotel

- Can be booked through Concur (using personal credit card)
- Single room rate at reasonably priced mid-market hotels or motels
- Will not reimburse health club or exercise room fees
- Must provide an itemized hotel receipt
- Hotel expense line must be itemized for daily hotel room rate (Hotel), daily taxes (Hotel Tax), and miscellaneous fees
    - Itemize meals charged to room; must be marked as non-reimbursable if requesting per diem
- Expense Types: Hotel, Hotel Deposit, Hotel Internet, Hotel Tax

BEN Helps Guide: [Itemize Hotel Expense](#)

Hotels can be booked through Concur, taking advantage of Penn negotiated rates. However, you will still need to use your own credit card for hotel reservations.

You will not be reimbursed for stays at upscale or luxury hotels except when a conference, a workshop, or other University business is scheduled at the hotel. In these instances, please check with your Grants Manager before booking the hotel stay.

We also will not reimburse health club or exercise room fees. If such fees are on your receipt, they must be itemized and marked as non-reimbursable.

Your report must include the detailed, itemized receipt provided by the hotel. You will use this receipt as the basis for the expense line. The expense line will be itemized to detail the daily hotel room rate (Hotel expense type), daily taxes (Hotel Tax expense type), and miscellaneous fees like a mandatory facility fee. Concur will walk you through this itemization when you create the Hotel expense line.

If there are meals on your hotel receipt, those must be itemized, too. If you are claiming per diem for the trip, these hotel meals must be marked as non-reimbursable. You can then claim the per diem meal rate for those meals.

Airfare

- Can be booked through Concur/World Travel
- Expected to be the least costly option consistent with the itinerary
  - On federal grants, compliance with the [Fly America Act](#) takes precedence
  - Coach/Economy allowed; paid preferred seating and upgrades are personal expenses
- Will not reimburse tickets purchased with frequent flyer miles
- Will not reimburse plane WIFI unless pre-approved by Business Office
- If you are adding a personal stop to your flights, please read the BEN Helps article "[How do I get reimbursed for airfare when I have chosen to add another stop of a personal nature to my business trip?](#)"
- Receipt must show the airline, flight numbers, times and destinations, class of service, amount, and proof of payment
- Expense Types: Airfare, Airline Fees

Airfare can be booked through Concur or with World Travel. When using these methods, the cost can go on the University's BTA card, meaning you do not need to personally incur the charge and receive later reimbursement. There are fees associated with using Concur/World Travel to book your tickets, but we can reimburse those fees.

The flight you select is expected to be the least costly option consistent with your itinerary and University business. However, on federal grants, compliance with the Fly America Act takes precedence over choosing a less expensive flight. You may only receive reimbursement for coach/economy tickets. If you upgrade your seats, you will be responsible for paying the upgrade amount and your expense report must include a copy of the original receipt showing the coach/economy price.

Per Penn policy, we cannot reimburse tickets purchased with frequent flyer miles, and we will not reimburse airplane WIFI unless needed for business and pre-approved by the Business Office.

If you are adding a personal stop to your flights, please read [this BEN Helps article](#). There are steps you must take before and while purchasing your tickets, so please do not miss this process.

The receipt for airfare must show the airline name, flight number(s), times and destinations, class of service, amount, and proof of payment. If your receipt does not include all of this information, you may be able to supplement it with other documents

like a boarding pass.

Foreign Currency Transactions

- Transactions in a foreign currency must be accompanied by two documents:
  - The original receipt showing the expense in the foreign currency
  - A copy of your credit card statement that shows the amount in US Dollars
- You will need to correct the reimbursement amount in Concur if the system's conversion rate is incorrect

Receipt: 40€   **Card Statement:** $39.76

	Amount			✗ Rate (USD=1 EUR)	=Amount in USD
Default	40.00	EUR	∨	0.983465	39.34

	Amount			✗ Rate (USD=1 EUR)	=Amount in USD
Manually Updated *Update "Amount in USD" field*	40.00	EUR	∨	0.993875	39.76

When requesting reimbursement for a transaction that occurred in a foreign currency, you must provide both the foreign currency receipt and a copy of your credit card/bank statement that confirms the amount paid in US Dollars (USD). The reimbursement amount you receive will be based on the USD amount.

When you enter a foreign currency expense into Concur, the system will automatically convert it from that foreign currency into USD. However, the currency conversion rate is uses may not match the actual conversion rate used by your credit card company. If the "Amount in USD" result does not match the actual USD amount you paid, you must update the line by typing the actual USD amount into the "Amount in USD" field. This will automatically adjust the conversion rate on the line.

Local Travel

Local travel is defined as travel within a 50 mile radius of Penn.

Local Travel

- Cannot request reimbursement for commute to work
- Can use taxi/ride share for travel around Philadelphia
  - Receipt should show begin and end destinations
- For personal vehicle, use the Mileage Calculator
- Can reimburse parking, unless near office
- If traveling to patient/participant's residence, **do not** include any study details in the report or justification form, including study/account name and details of the visit
- For hybrid schedules, can reimburse for travel from location scheduled for work that day (office or residence)
- Expense Types: Personal Car Mileage, Taxi, Parking

Per Penn policy, "Expenses associated with normal commuting between an employee's home and regular place of business are not reimbursable."

You can use a taxi or rideshare service like Uber or Lyft for local travel if reasonable and necessary. The receipt you upload to Concur should show the begin and end destinations for your trip.

If you are using your personal vehicle, you should create the expense line as type Personal Car Mileage and use the built-in mileage calculator tool to calculate the mileage and reimbursement amount. You can also be reimbursed for turnpike tolls, bridge tolls, and reasonable parking fees. While you may request reimbursement for parking, you cannot be reimbursed for parking at or near your regular place of business.

If you are requesting reimbursement for travel to a patient/research participant's house, DO NOT include the study name or any details of the study anywhere on the justification form or report. (This is for HIPAA compliance.)

If you have a hybrid work schedule, you may be reimbursed for travel between your place of work that day and the research site. That is, if you are scheduled to work from your campus office, you can be reimbursed for travel between your office and the research site. If you are scheduled to work from your home office (residence), you can be reimbursed for travel between your home office and the research site.

Non-Travel Expense

! PO and PCard are preferred over reimbursement

Purchase orders are the preferred method for purchasing goods and services at Penn. POs should always be your first thought when it's time to place an order. If a PO is not possible, we may be able to use the department's credit card (PCard/ProCard/Purchasing Card). We have an Amazon Business account and can use the PCard for Amazon purchases if the needed item is not available from a PO vendor. Relevant to travel, we can usually use the PCard to pay conference registration and abstract submission fees. Purchasing the item yourself and seeking reimbursement is the last resort.

Non-Travel Expenses

- Will not reimburse sales tax
    - Sales tax must be itemized out and marked as non-reimbursable/personal
- Will not reimburse gifts, gift cards, or gift certificates

If you purchased an item yourself instead of going through the approved PO/PCard method, we will not reimburse the sales tax on the purchase. You must itemize out the sales tax and mark it as non-reimbursable.

We will not reimburse gifts, gift cards, or gift certificates.

Before Submitting Your Report

- Did you include the justification form and conference agenda?
- Did you enter the account code in the Report Header?
- Do all expense lines $25 or over have a receipt attached?
- Do the dates on the expense lines match the receipts?
- Are the line amounts accurate?
- Has alcohol been itemized?
- Have you adhered to all policies regarding reimbursable transactions and amounts?
- Have you addressed all exceptions/warning messages?

Do not submit an expense report with an exception/warning message! If you see one of these messages, please fix the issue. If you cannot get the message to go away even after attempting a fix, please email Paige (paige.orner@pennmedicine.upenn.edu). She will let you know if it is okay to submit the report.

Payment Denied Email

CONCUR

Expense Pay attempted to make an electronic payment directed to your bank account that was denied payment by the banking system.

The banking system indicated the following reason for the denied payment: Valid address information is required

You should log in to Expense and verify the accuracy of your electronic payment information in the My Profile, Banking information area. Use the reason stated above as a guide to determine what about your banking information requires modification.

Note that no electronic payments can be transacted until Expense Pay is able to verify the accuracy of account information.

This email means you need to update your bank information in your Concur profile

BEN Helps Guide: [Concur sent me an email - Expense Pay Notification: Payment Denied - What do I need to do?](#)

After submitting your report, if you receive an email from Concur titled "Expense Pay Notification: Payment Denied," you will need to update your bank information before the payment will proceed. Visit the BEN Helps guide "[Concur sent me an email - Expense Pay Notification: Payment Denied - What do I need to do?](#)" for instructions. Once you successfully update the banking information, the payment process will automatically proceed.
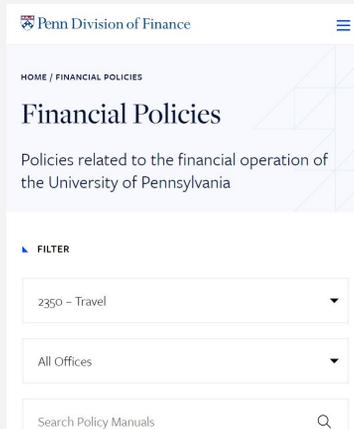
Questions

Where to Get Help
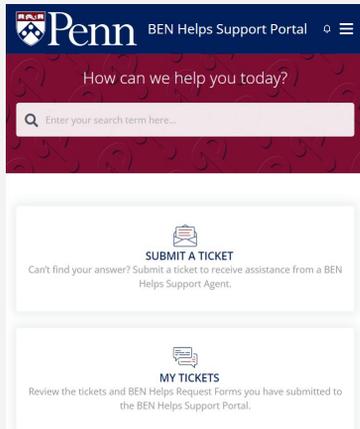
BEN Helps Support Portal   University Financial Policies   CRRWH Business Office website

There are many resources available for getting help with Concur and travel policy.

One of your first stops should be the BEN Helps Support Portal. This resource has an entire section dedicated to travel and Concur, with many guides that can walk you through entering expenses. Additionally, if you do not find an answer to your question among the various guides and FAQs, you can submit a help ticket and receive guidance from the Travel & Expense Management team.

You should also familiarize yourself with the travel policies outlined in Penn's Financial Policies. A few of the policies were included in this presentation, but there are many more. Every traveler is individually responsible for knowing and adhering to these policies.

The CRRWH website features a Business Office section, which includes a page dedicated to Travel/Concur. There are many FAQs listed on the page.

Thank you!

Paige Orner
paige.orner@pennmedicine.upenn.edu