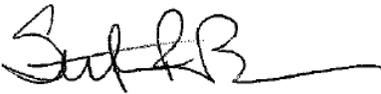


TO: All Directors of Administration for
Agencies Serviced by the Bureau of Commonwealth Payroll Operations (BCPO) for
Travel Expense Reimbursements

FROM: Stephen R. Burns 
Director
Bureau of Commonwealth Payroll Operations (BCPO)

DATE: February 18, 2020

RE: BCPO Travel Memo #20-01, SAP Concur Detect & Workflow

On February 24, 2020, BCPO Travel Operations will begin using SAP Concur Detect (Detect). Detect is an audit tool that analyzes expense reports and receipts using artificial intelligence technology to identify risks. A risk level is assigned as either low, medium, or high based on policy configuration set by BCPO or by a default programming rule. Detect will analyze reports for items such as:

- Unauthorized expenses (i.e. alcohol).
- Non-itemized receipts.
- Duplicate receipts or expense claims.
- Reimbursement claims exceeding maximum amount thresholds.

When Detect determines a high risk within a report, BCPO Travel Operations will be required to review the report and take corrective action to resolve the risk. Low or medium risk reports will workflow directly to the approver.

It is important to know there will a delay between the report submission and when an approver receives it in workflow. Detect may take a few minutes to a few hours to analyze depending on the quantity of information and attachments within the expense report. High risk reports will take longer because they will need to be reviewed and resolved before being released to the approver.

Attached to this memo is a general explanation of SAP Concur workflow with Detect. Questions on this memo can be directed to the BCPO Travel Audits Help Desk us at co-travelaudits@pa.gov.

cc: Comptroller Operations Bureau Directors
Stacey Jo Withers, Assistant Director of Travel Operations
Lisette Lindsay, IES Payroll/Travel, Office of Administration
Jason Thomas, Director, Human Resource Service Center
Travel Super User Group (TSUG)

Attachment – SAP Concur workflow with Detect

1. **Employee/Delegate** – Submits report and workflows to Detect. Report status is marked as “Pending External Validation”.
2. **Detect** – Analyze and assign risk rating. BCPO Travel Operations resolves high risk rating with traveler or delegate. When resolved, report is released to Approver. Report status is changed to “Submitted & Pending Approval”.
3. **Approver** – has **five calendar days** to act on the expense report to ensure necessity, propriety, and accuracy of the travel expenses.
 - a. Approver is notified via email when expense reports are pending. Approvers receive email reminders if they have not acted on a report within three calendar days.
 - b. If approver fails to act within five calendar days, the report moves up one level in the organization structure. The previous approver will no longer see the report. The new approver will have **five calendar days** to act on the report. This deadline process continues until action is taken on the report.
 - c. Workflow will follow any approved AZ04 workflow relationships (i.e. authorized Administrative approver for Agency Head or Deputy Secretary).
 - d. Employee/delegate may recall a report when it is with an Approver. A report cannot be recalled when it is within Detect or after BCPO Travel Operations approved and sent the report for payment.

Approved reports workflow to BCPO Travel Operations. Status changes to “Approved & in Accounting Review”.

4. **BCPO Travel Operations** – Ensure compliance with travel policy. Reports returned for correction will have status changed to “Sent Back to Employee”. If approved, status is changed to “Sent for Payment.”
5. **Treasury** – Report is posted to SAP finance and sent to Treasury Fiscal Review for final processing and payment to traveler’s bank account.

Employees/Delegates can:

- View the workflow status [Report Details/Report Timeline]
- View the audit trail within the report to see all report actions [Report Details/Audit Trail].
- View the payment status when Sent for Payment [Report Details/Report Payments]