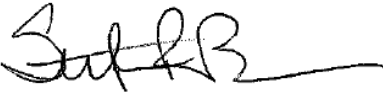


TO: All Directors of Administration for
Agencies Serviced by the Bureau of Commonwealth Payroll Operations (BCPO) for
Travel Expense Reimbursements

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

DATE: February 3, 2022

RE: BCPO Travel Memo #22-02, Transition from Detect to Verify

In February 2020, BCPO Travel Operations began using Detect by AppZen, an audit tool that uses artificial intelligence technology to analyze receipts and identify risks within travel expense reports (refer to [BCPO Travel Memo #20-01](#)). SAP Concur recently released their own audit tool called Verify and is ending their sales relationship with AppZen. After exploring the options, BCPO has decided to transition to Verify now rather than wait until AppZen is eventually discontinued.

For this transition, there will be a brief **maintenance period** to occur as follows:

- Friday, February 11, 2022, at 12:00pm – Maintenance period begins. Travelers/Delegates will be unable to create or submit expense reports in SAP Concur. Approvers will be unable to approve expense reports.
- Monday, February 14, 2022, at 12:00pm – Maintenance period ends.

This transition period will only impact expense reports. Travelers will still be able to use SAP Concur to book future reservations.

Following this transition, all expense reports that had been created prior to February 11th will need to be re-saved prior to submitting for approval. Approvers will no longer experience a delay between the report submission and when they receive it in workflow. Attached to this memo is an updated general explanation of workflow with Verify.

Questions 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 Verify

1. **Employee/Delegate** – Submits report and workflows to Approver. Report status is marked as “Submitted & Pending Approval”.
2. **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.

Approved reports workflow to BCPO Travel Operations.

3. **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.”
4. **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]