

**TO:** All Agencies Heads and Deputies for Administration

**FROM:** Brian T. Lyman   
Chief Accounting Officer  
Office of the Budget, Office of Comptroller Operations

**DATE:** January 7, 2020

**RE:** SAP Concur Travel Transformation Project – Expense Go-Live

**MESSAGE:**

SAP Concur is now live for travel expense reimbursements.

- Effective today, SAP Concur must be used for all expense reimbursements for travel on or after January 1, 2020.
- The ESS/SAP system can continue to be used for expenses incurred prior to January 1, 2020. Per travel policy, submission of an expense report must occur within 60 business days of the date of travel; therefore, travelers should be advised ESS/SAP will only be available until March 27, 2020.

SAP Concur log-in instructions and additional help resources are listed on the attachment to this memo. Please share this update through your internal communication channels to the appropriate personnel.

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

Attachment

**Log-in Instructions:**

1. Log in to Employee Self Service (ESS).
2. In the left navigation menu, click **Travel** and then click **Concur Travel & Expenses** to open your SAP Concur home page.

**Resources for Commonwealth Employees:**

Resource	Description
Travel Website <a href="http://www.travel.pa.gov">www.travel.pa.gov</a>	Refer to the SAP Concur page on the travel website for training, user guides, FAQs, etc.
SAP Concur User Support Help Desk 866.793.4040	Assistance with using the SAP Concur system.  Pre-register. <ol style="list-style-type: none"> <li>1. Log-in to SAP Concur.</li> <li>2. On the home page, select the Support button.</li> <li>3. Enter and confirm your user information.</li> <li>4. Use the knowledge base, live chat, or call 866.793.4040 to speak to an SAP Concur technician.</li> </ol>
BCPO Travel Operations Travel Accounting & Audits 800.824.0626 <a href="mailto:co-travelaudits@pa.gov">co-travelaudits@pa.gov</a>	Call or email for travel expense policy questions.
BCPO Travel Operations Travel Planning 717.265.8409 <a href="mailto:ra-coto@pa.gov">ra-coto@pa.gov</a>	Call or email for travel planning policy questions.