

**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 2, 2020

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

**MESSAGE:**

SAP Concur is now live for online travel reservations.

- Effective today, online reservations for flights, hotels, trains, and car rentals associated with a flight must be made using SAP Concur. Reservations previously made using GetThere can be kept; however, any necessary changes or cancellations must be handled by calling ADTRAV directly at 866.530.8899.

SAP Concur will go-live on Tuesday, January 7, 2020 for travel expense reimbursements.

- The ESS/SAP system can still be used, but only for expenses incurred before January 1, 2020. Any expenses incurred on or after January 1, 2020 must be entered using SAP Concur which will be available for use starting January 7<sup>th</sup>.

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 **SAP Concur** 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  [Update: SAP Concur User Support was cancelled in March 2021]	<del>Assistance with using the SAP Concur system.</del>  <del>Pre-register:</del> <ol style="list-style-type: none"> <li><del>1. Log in to SAP Concur.</del></li> <li><del>2. On the home page, select the Support button.</del></li> <li><del>3. Enter and confirm your user information.</del></li> <li><del>4. Use the knowledge base, live chat, or call 866.793.4040 to speak to an SAP Concur technician.</del></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.