

TO: All Agencies Heads and Deputies for Administration

FROM: Anna Maria Kiehl *Anna Maria Kiehl*
Chief Accounting Officer
Office of the Budget, Office of Comptroller Operations

DATE: January 23, 2019

RE: SAP Concur Travel and Expense

MESSAGE:

In order to provide your agencies with more efficient, modern, and mobile travel services, we have initiated a transformation project to implement SAP Concur Travel and Expense (SAP Concur). The current processes are disjointed and labor intensive, with travel request and expense functionality completed within SAP while the booking functionality is completed using a third party online booking tool, GetThere. SAP Concur is a complete end-to-end mobile travel booking and expense solution.

For agencies, SAP Concur will allow you to:

- Increase efficiency through automation to better meet your operational demands
- Gain better visibility to travel expense spending
- Unify the travel booking and expense processes
- Significantly reduce administrative time in completing expense reports

For employees and travel arrangers, SAP Concur will:

- Reduce the time spent making travel reservations
- Offer a simplified experience for requesting reimbursement
- Allow on-the-go capabilities through user friendly mobile applications

These are just a few of the benefits of SAP Concur. Modernizing the entire travel reservation and expense reimbursement process from both an efficiency and mobile standpoint is an important step in meeting commonwealth strategic objectives and is in alignment with the Governor's initiatives for a Government that Works. I am excited about this transformation and ask each of you to join me in support of this initiative.

The Bureau of Commonwealth Payroll Operations (BCPO) Travel Operations Division and the Office of Administration Integrated Enterprise Systems (OA-IES) Travel Team will be leading the transformation which we project to go-live in December 2019. Over the next few weeks and months, your agencies will begin to hear more about the project and SAP Concur Travel and Expense services.

Questions on this memo can be directed to [OB, BCPO](mailto:ra-ob-bcpo@pa.gov) (ra-ob-bcpo@pa.gov).