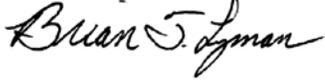


TO: All Agencies Heads and Deputies for Administration

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

DATE: August 12, 2019

RE: SAP Concur Travel Transformation Project Update

MESSAGE:

On January 23, 2019, you received a memo announcing a transformation project to implement SAP Concur Travel and Expense (SAP Concur), a complete end-to-end mobile travel booking and expense solution. Below are some important updates related to the project:

SAP Concur: The design phase is nearly complete. A demo site has been established and is being configured and tested by the core project team. Once the integration tasks and testing are complete, training will be scheduled. The demo site is expected to be transitioned to a production site for agency use in December 2019.

New ADTRAV Contract: Following a competitively bid request for proposal, ADTRAV has been awarded a new contract as the Commonwealth's travel agency effective July 1, 2019. Beginning with the transition to SAP Concur, agencies will see an increase in their share of hotel commission revenue when booking preferred hotels and a reduction in service fees charged by ADTRAV for reservations made using SAP Concur.

Change Management: The implementation team has developed a communication and training plan. Notices have been posted to the Employee Bulletin Board for general awareness. Agency Travel Super User Group (TSUG) representatives have been sent project information and have been surveyed for information relative to the needs of their agency. Web-based training will be deployed to provide travelers with basic information on the upcoming changes. Web-based and instructor-led training will be offered with more detailed procedures to employees who travel or who have travel-related job duties, such as arranging or approving travel. An SAP Concur tile was added to www.travel.pa.gov as a reference that contains all communications issued to date and a link to frequently asked questions.

The Bureau of Commonwealth Payroll Operations (BCPO) Travel Operations Division and the Office of Administration Integrated Enterprise Systems (OA-IES) Travel Team continues to work with SAP Concur on the details of the changes and integrations necessary for a successful transformation. Any questions on this memo or the project can be directed to [OB, BCPO](mailto:ra-ob-bcpo@pa.gov) (ra-ob-bcpo@pa.gov).



cc: Brian T. Lyman, Chief Accounting Officer
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)