Travel & Expense Management

Tips & Tricks

To help make the process of booking travel and managing expenses as easy as possible, below are some helpful tips, tricks, and notes about the program and system:

Booking Travel

- **Online Booking:** To access Concur, visit the PennTEM website [www.upenn.edu/penntravel](http://www.upenn.edu/penntravel) and click on the *Make Reservations* button. Click on the Concur icon. Once logged into Concur, click on the Travel tab to search for flights and book. The booking tool will allow you to bill directly to the University or pay by credit card.

- **World Travel:** Agents are available at 888-641-9112 or uopenn@worldtravelinc.com to support travel and for international bookings, or more complicated travel, including group bookings.

- **Global Activities Registry (GAR):** To help Penn ensure the safety of our travelers, the GAR system was developed. Faculty, staff and students traveling internationally should register with GAR (required for students if traveling with a Penn program), the Penn site for international risk management. [http://global.upenn.edu/gar](http://global.upenn.edu/gar)

Traveling

- **Concur Mobile App:** For our travelers’ convenience, the Concur mobile app is available for use on smart phones and iPads, the mobile app provides most of the functionality available in Concur including the ability to book travel, create an expense report, submit an expense report and approve an expense report. It is free and can be downloaded from most app stores. Login requires creation of a mobile pin in your Concur profile.

- **Personal Expenses:** Keep business and personal expenses separated. This will make expense reporting and credit card management much easier as all Penn Travel Card expenses will need to run through Concur, and all lines on receipts must be captured in Concur.

Expense Reporting

- **System Access:** Go to [www.upenn.edu/penntravel](http://www.upenn.edu/penntravel) to access Concur. Click on the Expense Report button, and then the Concur icon and log in using your PennKey name and password.

- **Full Receipt Entry:** For expenses requiring receipts, be sure to enter the entire amount from the bottom of the receipt, and itemize that entry – even if something on that receipt is non-reimbursable. Include non-reimbursable items and code accordingly.
• **Notes to Approver:** Use the *Notes to Approver* box on the *Report Header* screen to indicate the fund or grant to be charged if you do not know the full account number string to input.

• **Delegation:** While a delegate may be assigned to input and save expense reports, that report must be submitted by the person requesting the reimbursement. This is a necessary business control feature to protect Penn and its employees.

• **Warnings:** Red Exclamation Points are hard stops - once the item is fixed, the red exclamation point will disappear and the report can be submitted. Yellow Triangles are warnings. If applicable, use the comment field on the line item expense to provide explanations or justifications of an expense that has a yellow warning icon.

**Penn Travel Card**

• **Integration with Concur:** By using the Penn Travel Card issued by Bank of America, card charges will come directly into Concur and be available to easily import onto expense reports. Once the expense report containing the identified card charges is approved, payment will be made directly to Bank of America. **Individuals should not separately pay Bank of America for these charges, as this will result in double payment.** Note: Any items not subject to University reimbursement need to be included on an expense report as non-reimbursable and the individual is responsible for remitting payment to BoA directly.

• **Expense Card Charges at Time of Incurrence** – Once your Penn Travel card has incurred a charge, expense it as quickly as possible as the charge begins aging per normal credit card processing. Example – If you use your Penn Travel Card to pay for a hotel deposit or conference registration several months in advance of a trip, expense that charge when it hits your card, rather than waiting until the completion of the trip. Otherwise, you will incur late fees on the initial charge.

• **Wait for Penn Travel Card Charges to Enter Concur** - Allow charges from the Penn Travel Card to appear in Concur before you process them on an expense report. Do not create separate expense lines ahead of time as it could create confusion or duplicate payment.

• **Separate Personal Expenses** – The Penn Travel Card is for Penn T&E only. Make every effort to keep personal expenses separate by paying with cash or a personal credit card.

• **Travel & Entertainment Only** – The Penn Travel Card is for T&E only and is not to be a form of payment for expenses supporting University business operations. Such purchases should be made via purchase order (PO) or P-Card.

• **Personal Credit Card Charges and Payment:** If you have used your personal credit card to pay for reimbursable expenses, those charges will not integrate with Concur. These charges should be marked for payment to the individual. Upon approval of the expense report, payment will be made directly to the individual’s direct deposit bank account. It is the individual’s responsibility to make payment to his or her credit card company.

For comprehensive, step-by-step training, materials are available on the Penn TEM website at [http://cms.business-services.upenn.edu/penntravel/training-manuals.html](http://cms.business-services.upenn.edu/penntravel/training-manuals.html)