INTRODUCING THE PENN TRAVEL CARD

The Penn Travel Card is a component of the Penn Travel and Expense Management Program along with the Concur Expense application. Individuals who are required to or anticipate traveling on University business or conducting approved University business entertainment should consider applying for this card.

This credit card was developed based on the feedback obtained from focus groups and surveys of Penn’s diverse travelers. Cardholders no longer need to worry about separately paying business related credit charges each month since Penn directly pays Bank of America for travel expenses submitted and approved through Concur Expense. Cardholders are only responsible to personally pay for those non-reimbursable expenses that may appear on their monthly statement.

The uniquely branded Penn Travel Card features a wide array of benefits for cardholders:
- Direct, streamlined, and timely payments;
- No impact to personal credit;
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- Cardholders are only responsible to personally pay for those non-reimbursable expenses that may appear on their monthly statement.

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In This Issue...

PennTEM Travel & Expense Management
Concur Expense Rollouts..............................Page 1 & 2
The New Penn Travel Card .........................Page 1 & 2
Upcoming Q & A Sessions .........................Page 2
Policy and Procedure Updates ..................Page 3
Approving an Expense Report .................Page 4
Reasons Expense Reports Are Rejected ....Page 5
Did You Know...........................................Page 6
Important Resources...............................Page 8
TEM Advisory Group...............................Page 9

Purchasing Services
Managing University Purchases via the Penn Purchasing Credit Card Portfolio...............Page 6
Credit Card Guidance Matrix .....................Page 7

Office of the Controller
Disbursements Update ..............................Page 10
August Quiz Questions .............................Page 10

Welcome to a special edition of The Bottom Line featuring details about Concur, Penn’s new Travel & Expense Management (TEM) system, which is a fully integrated online travel booking, expense reporting, and reimbursement application for faculty, staff, and students conducting University business. This issue features updates on, information about, and resources for both TEM and Concur, a leading provider of travel booking and expense management systems, which has provided the underlying software for the new system.

This project, which is sponsored by the Divisions of Business Services, Finance, and Information Systems & Computing and led by the Travel & Expense Management Team, began in 2011 with the campus-wide introduction of the Concur online booking tool, which is backed by World Travel, Penn’s preferred travel agency. That introduction was followed in early 2013 by the rollout of Concur Expense, the expense report submission module of the application.

Project milestones have included:
- Testing of Concur Expense with the Divisions of Business Services and Finance - February 2013
- Pilot of Concur Expense (3 Schools/Centers) - April 2013
- Launch of the new Penn Travel Card - April 2013
- Launch of the new Travel Website - May 2013
- Phase one of campus rollout of Concur Expense (10 Schools/Centers) - June 2013
- Phase two of rollout (12 Schools/Centers) - July 2013

Currently about 50 percent of Penn users are live in Concur Expense. The rest of the University will be live after the final phase of the rollout. The full Concur Expense Rollout Schedule showing each School/Center’s timeslot is available online.

Continued on Page 2
TRAVEL & EXPENSE MANAGEMENT (TEM) UPDATE: CONCUR EXPENSE ROLLOUTS  
Continued from Page 1

The new system offers numerous benefits to both travelers and those who manage travel expenses, including:

- Streamlined electronic process for the submission, review, approval, and payment of expense reports;
- Shorter cycle times for reimbursement;
- Integration with the Penn Travel Card from Bank of America — reducing manual entry of expense data and enabling direct payment to the credit card company for approved expenses;
- The ability for designated individuals to book travel and prepare expense reports on behalf of others;
- Robust reporting and expense tracking;
- Applications available for mobile devices;
- Improved compliance with University policies — business rules are built into the system;
- Ability to authorize students who travel or incur expenses on behalf of Penn to use the system; and
- Optimal spend aggregation and improved rate negotiations with University providers.

Throughout the rollout process, the TEM Team has worked closely with the TEM Advisory Group, which is comprised of School/Center representatives, to guide this process. The TEM Advisory Group has been a critical asset throughout this project.

We encourage all of you to take advantage of the information and resources contained in this issue to make your transition to the new system smoother and easier. And, as we look forward to the project’s completion, we thank everyone who has provided assistance and feedback to this important initiative.

For more information about Penn TEM, visit the website at www.upenn.edu/penntravel. Please address any questions about the project to the Project Team at askTEM@lists.upenn.edu.

Upcoming Open House Q&A Sessions

Open House Q&A sessions have been held for Schools/Centers using Concur. Additional sessions will be held monthly as users transition to the new system. The next sessions will be held on the following dates in the Business Services Conference Room
3401 Walnut Street, Suite 440A
- Wednesday, September 11, 1:00-3:00 p.m.
- Tuesday, October 15, 10:00 a.m.-12:00 p.m.

Registration info for the Q&A sessions will be sent directly to TEM Advisory Group members prior to each session.

INTRODUCING THE PENN TRAVEL CARD  
Continued from Page 1

- Widespread merchant acceptance anywhere Visa is accepted;
- Chip and PIN technology available for those who travel internationally;
- Discrete expense management; and
- Special provisions important to business travelers such as best in class fraud protection and other benefits such as lost luggage, roadside assistance and AD&D insurance.

Schools and Centers will realize several benefits when faculty and staff use the new Penn Travel Card. Cardholders who use their Penn Travel Card when conducting University business overseas will only be assessed a 1% currency conversion fee on their transactions. Compare this to rates as high as 2.5% that Penn has previously paid to other card providers. These negotiated cost savings are passed along to the individual departments. Faculty and staff will appreciate the fact that card transactions feed directly into Concur, making it easier to prepare and submit expense reports. Using the Penn Travel Card in conjunction with Concur Expense means greater transparency regarding travel spending and better controls for approving travel and University entertainment expenses.

The Penn Travel Card, provided by Bank of America, meets a specific need for Schools and Centers and their full time faculty and staff, allowing them to easily manage expenses incurred on travel and University business entertainment. It should not be confused with the Purchasing Card. To learn how the approved uses of the Penn Travel Card differ from the Purchasing Card, please refer to the Purchasing Services Credit Card Guidance Matrix.

If you have eligible faculty and staff who have not yet applied for the Penn Travel Card, please encourage them to visit the Penn Travel and Expense website to access the credit card application or contact Travel Card Administration for more information at CardAdm@exchange.upenn.edu.

From the Desk of...

“I really like this format. I was hesitant when I attended the intro meetings but I really like this system. It’s one of the better travel improvements that Penn has implemented.”

—Corinne Cacas
Director of Admissions, School of Dental Medicine
TRAVEL & EXPENSE MANAGEMENT POLICY AND PROCEDURE UPDATES

There have been a number of financial policy and procedure updates that were planned as a result of the release of Concur Expense, the expense report submission module of the Concur Travel & Expense Management application. These changes, which are outlined below, are necessary to reflect the impact of moving from a paper-based to an online expense reporting system and its integration with the new Penn Travel Card.

WHAT WILL CHANGE?

1. **Travel Expense Reports:**
   - Expense reports will be submitted through Concur, Penn’s online application for travel and expense management. C-1 and C-1A Forms will no longer be accepted for reimbursements to faculty, staff, or students when Concur Expense is rolled out to your School/Center.
   - The Concur system will provide visibility of open travel advances to the requester, and will allow them to apply open travel advances directly to an expense report within Concur.
   - Travel Advances in cash will no longer be available.
   - Upon requesting a travel advance, requesters will be required to authorize Penn to utilize payroll deduction to recover unreconciled travel advances (for faculty and staff) and SFRS accounts (for students).
   - You will be advised of your outstanding BEN advances at the time you transition to Concur. These will need to be reconciled with a C-1 Form within 30 days of the end of the trip.

2. **Travel Receipts:**
   - Electronic/imaged receipts will be sufficient to satisfy Penn and IRS requirements. Original paper receipts may be retained by a School or Center if required by individual sponsors.

3. **Forms:**
   - Most forms currently used in connection with expense reimbursements will not be required, as they will be replaced with system functionality. Some exceptions may exist, particularly with regard to forms required at the individual School/Center level. In these cases, the completed forms may simply be scanned and attached to the expense report in Concur.

4. **Penn Travel Card:**
   - The University is introducing a new travel and entertainment credit card. This new Penn Travel Card is a Visa card issued by Bank of America.
   - The Penn Travel Card will be integrated with the Concur Expense Management system so that card transactions may be easily applied to expense reports. Payment of approved travel related expenses will be paid directly to Bank of America by the University. Therefore, Penn employees should not directly pay the credit card company for reimbursable charges made on the card. Cardholders are responsible for non-reimbursable expenses.
   - School/Center approval will be required for all travel card applications.
   - Any charges not placed on the Penn Travel Card will need to be entered manually to an expense report in Concur.
   - The Penn Travel Card should be used for travel and travel related expenses. It should not be used be used for purchases that would normally be ordered and paid via Purchase Order, Purchasing Card, or C-368 Form.
   - American Express cardholders who wish to keep their cards for special reasons may do so by notifying Travel Card Administration at CardAdm@exchange.upenn.edu to have card transactions integrated with Concur.
   - All cardholders who use a University-sponsored travel card will be required to authorize Penn to utilize payroll deduction to enable payment of card balances that are more than 120 days past due.
   - For details about the card, including how to apply, please see the Penn Travel Card article in this issue of The Bottom Line.

WHO WILL BE AFFECTED?

Faculty, staff and students who:

- Incur travel or out-of-pocket expenses that they need to submit for reimbursement.
- Approve employee reimbursement requests.
- Are authorized to have a Penn Travel Card.

WHEN WILL IT CHANGE?

- Once your School/Center has gone live with Concur Expense.

Please be aware that, because business rules are built into Concur Expense, the system will call attention to existing policies that may have been inconsistently applied across the University, and which may be unfamiliar to some users. Examples include:

- The use of University-sponsored credit cards for personal expenses. It has been and continues to be Penn’s policy that University-sponsored cards are to be used only for expenses incurred while traveling or entertaining on behalf of the University. These cards should not be used for personal use; and
- Personal meals incurred while not traveling are generally not reimbursable. Per existing IRS rules and accountable plan, personal meals are only reimbursable while traveling on University business or while performing work during non-normal hours whereby reimbursement for a meal is approved at a higher level. Approved business meals with attendees continue to be reimbursable.
The following are items to check when approving an expense report. The areas referenced below are under the Details dropdown on the Expense tab as shown in this image:

1. From the Details dropdown, select Report Header, and the following screen will appear (data provided is for example only):
   - Does the Business Justification match the type of activity that is requested to be reimbursed?
   - If the expense report is from a student, are the required details for the Business Connection Justification entered in the Notes to Approver field?
   - Is the employee name the person requesting the reimbursement?
   - Is the funding source correct?
   - Has the Program value been changed?
   - Has the CREF value been changed (if applicable)?
   - Is the report requested amount <$500 but needs a Supplemental Approver?

2. Expense Lines
   - Are the correct expense types being used for the activity?
   - Do the attached receipts match the information entered?
     - Vendor Name
     - Transaction Date
     - Receipt Total (TOTAL receipt amount, not just amount being requested for reimbursement)
     - Is the name on the credit card receipt the same as the person requesting reimbursement?
   - If the expense line has been allocated, are the Funding Source, Program, and CREF values correct?
   - Have you reviewed the exception messages on the report and responded with the appropriate actions (see example above)?

3. From the Details dropdown, select Approval Flow, and the following screen will appear (data provided is for example only). You can perform all approval-related functions from this window.
   - When applicable, is the Supplemental Approver correct?
Following are the most common user errors in Concur that lead to expense reports being rejected:

1. **Missing or insufficient receipt.** Detailed receipts are required everywhere indicated in Concur, including expenses associated with meals and hotel stays.

2. **Entering only the reimbursable portion of a receipt as the expense amount, rather than the bottom line total of the receipt.** The entire receipt must be entered, even if a portion of it is personal/non-reimbursable. Itemize the expense entry, using the appropriate expense type for the reimbursable business expense, and for the remainder use the “non-reimbursable” expense type.

3. **Submitting separate expense reports for each expense item.** An expense report can include multiple trips, multiple items. Use the Business Justification or Comment fields for further identification of the expense incurred, if necessary.

4. **Using an expense report for small incidentals that should be reimbursed through petty cash (School/Center defined).**

5. **Listing airfare on an expense report that was booked on Concur online or with World Travel, and was charged to the credit card held by Penn Travel Services.** You are not due a reimbursement.

6. **Delegates: Entering an expense report under your own name, rather than the name of the person who incurred the expense(s).** Make sure the very top left of the screen says, “Welcome (your name). You are administering for (other person’s name)” before you begin the expense report.

7. **Disregarding the expense reimbursement guidelines of your School/Center.** Penn’s basic policies have been used in building the warnings and alerts within Concur. However, your School/Center might have stricter rules regarding receipts or amounts allowed for meals. Know your School/Center guidelines.

8. **Submitting an expense item for reimbursement that is personal/non-reimbursable.** All personal, non-reimbursable expenses must be submitted as such in the system.

9. **Ignoring exception messages that appear on expense reports with yellow warning icons.** Always review and add a comment to further explain the expense item.

10. **Messages sent to Junk Mail (as cause for delay in approval).** To avoid having messages sent to Junk Mail, list the domain @concursolutions.com in the “Never block sender’s domain” in Outlook. Encourage your approvers to do the same if you experience approval delays on your reports for this reason.

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**From the Desk of...**

“As a frequent traveler for the University of Pennsylvania, I have been very impressed with the new system for expense reimbursement. I find it very easy to take images of my receipts, code them by activity, and attach them to reports using the mobile app on my smartphone. The process has streamlined my expense tracking and reduced the time it takes for my reimbursements to hit my bank account.

As a department director, I greatly appreciate the ability to review the expenses of my staff online. I am able to remotely view and approve expenses for my traveling staff without needing to wait until I am back in the office, which reduces the reimbursement wait time for my team. Further, the way the system is organized, it is very easy to view the meeting purpose and any business guests present.

We are very pleased with the new system and with the quick turnaround of expense reimbursements.”

—Colin D. Hennessy
Executive Director of The Penn Fund, Development & Alumni Relations

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**The Top 10 Reasons Expense Reports Are Rejected**

— Colin D. Hennessy
Executive Director of The Penn Fund, Development & Alumni Relations
...Booking airfare 14-21 days in advance is recommended for flights and fares domestically; 8-12 weeks for international flights.

...You can minimize reimbursements for visitors coming to Penn at your expense. Using the Guest Booking feature in Concur eliminates the need to reimburse them for airfare. For lodging, many campus and Center City hotels will take a Purchase Order. A list of hotels that accept Penn POs as a means of payment will soon be available on the new travel website under Hotels at:

www.upenn.edu/penntravel/preferred-
vendors/hotels/local-accommodations.

...If you have multiple people traveling together, you can notify World Travel to link your reservations together, which makes rebooking easier when flights are cancelled or there are weather delays.

...Air, hotel, and rental car reservations booked online through Concur are supported by World Travel throughout your trip 24/7, and all of Penn’s negotiated rates are automatically applied.

...You can load all frequency programs into your Concur profile, which allows all reservations/bookings made through Concur online or directly with World Travel to be included in your frequency program accounts so that all miles and points accumulate properly.

...All expenses over $25 require a receipt, so travelers should retain all receipts, either electronically or hard copy.

...Most University-related travel can be managed without using personal funds. Book airfare using the direct billing option on Concur online or call World Travel directly. Use the Penn Travel Card for lodging, ground transportation including rail, food, and other approved travel-related incidental expenses.

...If you are a Delegate and you see the Submit button while you are creating the expense report, you should STOP. You are completing the report in your own account, not on behalf of someone else. Make sure the very top left of the screen says, “Welcome (your name). You are administering for (other person’s name)” before you begin the expense report.

...If you are an Approver, when you are out of the office you should set an Approver Delegate. You can do this from your Profile, in the Expense Delegates section.

Purchasing Services oversees Penn’s diverse credit card portfolio, which has been developed to help facilitate the purchase of certain products and services that are not able to be purchased via Purchase Order. Each of the cards in the program is available as a tool and is tailored to specific needs of the faculty, staff, and/or students who use them.

In addition to the Penn Travel Card, the credit card portfolio consists of:

- Purchasing Card - issued to authorized departmental buyers for the purchase of and payment for low cost and non-restricted commodities from non-restricted suppliers;
- Meeting Card - issued to meeting and event planners and is used for business expenses associated with off-campus meetings and events;
- Fleet Card - created to manage authorized fuel and maintenance purchases associated with operating a University-owned vehicle; and the
- Corporate Defined Expense Program (CDEP) Card - provided to authorized students and administrators for purchases associated with approved student activities.

To learn more about the purpose of each of these cards along with the proper and prohibited uses of these credit cards, please refer to the Penn Purchasing Services Credit Card Guidance Matrix online or on Page 7 in this issue.
<table>
<thead>
<tr>
<th>Type Of Card / Provider</th>
<th>Purpose</th>
<th>Proper Uses</th>
<th>Prohibited Uses</th>
<th>Billing, Payment &amp; Liability</th>
</tr>
</thead>
</table>
| Purchasing Card (P-Card) (JPMorgan Chase MasterCard) | Used by faculty and staff for low dollar purchases otherwise not available through Penn Marketplace or PO Suppliers | - Miscellaneous supplies not available through contract suppliers  
- Conference fees  
- Professional membership fees  
- Subscriptions  
- Penn sponsored mobile phone charges  
- Incidental purchases with non-contract suppliers  
- Human subject payment cards ($\leq 100) | - Penn Marketplace supplier purchases  
- Alcohol  
- Travel including airfare  
- Entertainment | - University billed  
- University paid  
- Full University liability |
| Penn Travel Card (Bank of America Visa) | Used by full-time faculty and staff for reimbursable expenses incurred while traveling or conducting approved University business entertainment | - Lodging  
- Ground transportation including rail  
- Reimbursable meals  
- Airfare as an alternative to the central business travel account (BTA), a.k.a. airline billing account  
- Conference fees and other departmentally approved individual expenses *when a P-Card or Purchase Order payment is not available* | - Business supplies and services eligible to be purchased via Purchase Order or Purchasing Card | - Cardholder billed  
- Direct payment of approved expenses to the credit card company facilitated through Concur  
- The cardholder and the University are jointly liable |
| Meeting Card (American Express) | Used by faculty and staff event planners for business expenses associated with off-campus meetings and events | - Non-airfare expenses directly associated with off-campus meetings or conferences, and within University and School/Center policy | - Charges associated with individual business travel or approved University business entertainment | - Cardholder billed  
- Paid by the University via C-Form  
- Full University liability |
| Corporate Defined Expense Program (CDEP) Card (American Express) | Used by students and administrators for purchases associated with approved student activities | - Food for on-campus meetings  
- Local student transportation  
- Tickets to approved events | - Alcohol  
- Faculty and staff expenses | - Billed and administered at the School/Center level  
- Payment made through C-Form  
- Full University liability |
| Vehicle Fleet Card (JPMorgan Chase, Sunoco/Wright Express) | Used by staff for fuel and/or maintenance of University vehicles | - Fuel and vehicle maintenance for University vehicles | - Any use other than fueling or maintenance for University vehicles | - University billed  
- University paid  
- Full University liability |
**Penn Travel Website**

The Penn TEM website, which includes Concur login, www.upenn.edu/penntravel, is an important resource for all your travel needs. You can find updates, links to policy documentation, and Penn Travel Card information, as well as online training manuals, a series of how-to videos, and helpful resources right at your fingertips.

The site also lists all of Penn’s Preferred Travel Providers including hotels, airlines, ground transportation, and travel agencies. Formal agreements have been negotiated with these providers that take advantage of the University’s significant buying power for travel and entertainment services. Using these vendors is considered “best practice” as it allows travelers to benefit from the negotiated discount pricing. All Penn faculty and staff are encouraged to utilize Penn’s Preferred Travel Providers.

**TEM Advisory Group**

As part of this project a TEM Advisory Group comprised of School/Center representatives was created to guide the rollout of the Travel & Expense Management system and to help ensure that the online system accommodates School/Center practices while adhering to University policy. The TEM representative for your School/Center will disseminate communications about the project and related process changes throughout the TEM rollout. If you have questions about the rollout plan for your area, or questions about School/Center specific policies, you should first contact your TEM Advisory Group representative.

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**From the Desk of...**

“As long as a School/Center invests the right time and thought in the necessary tasks prior to rollout, the transition to the Concur system is painless. In fact, it has improved the quality of accounting control, the speed of reimbursement for our constituents, and the visibility of the whole process.”

—Jared Susco
Assistant Dean for Finance,
School of Dental Medicine

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**Additional Resources**

**Travel**
- Missed Flight or Connection (World Travel): 888-641-9112 (24/7: 365 days a year)
- Emergencies on Campus or while Traveling for Penn: Penn Police: 215-573-3333
- Penn Travel Services: 215-898-9662 or travel@exchange.upenn.edu

**Assistance with Concur Expense Reports**
- 215-746-4357 or 6-HELP
  - Option 3 for Concur
  - Option 1 for Travel or 2 for Expense
- Email: temsupp@exchange.upenn.edu

**Assistance with Penn Travel Card**
- Bank of America: Cardholders will have 24/7 access to the card provider’s help lines provided by Bank of America. The contact information is conveniently listed on the back of the travel card.
- University of Pennsylvania: Contact Travel Card Administration: 215-898-3606 or CardAdm@exchange.upenn.edu

**Web Links**
- Answers to All Your Travel and Expense Management Questions
- Concur Expense Type/Object Code Matrix
- Fly America Act
- Helpful Travel Links
- International Travel
- Penn Global
- Penn Travel Card Application
- Penn Travel Card Overview
- Penn’s Updated “Know Before You Go” Brochure
- Training Manuals

*All of this information is also available on the Penn TEM website at www.upenn.edu/penntravel.*

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**The Bottom Line**  August 2013
The TEM Project Team would like to thank the members of the TEM Advisory Group for all their help throughout the process. The TEM Advisory Group has met on a regular schedule, and has made significant contributions to many areas of the project, including review of the initial system configuration, hierarchy validation, input on unique School/Center requirements, rollout scheduling, disseminating communications, and assisting users in their areas. They have been integral to the success of the project, and we would like to thank and acknowledge the following people for their invaluable contributions.

<table>
<thead>
<tr>
<th>School/Center</th>
<th>Advisory Group Member(s)</th>
<th>Contact</th>
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<tr>
<td>Annenberg Center</td>
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Changes to the Disbursements Group

Effective August 12th the Individual Disbursement Services (IDS) office has moved to the 4th Floor of the Franklin Building, joining the Accounts Payable team. There will be more information in the future around the merger of these teams and new procurement disbursement authorization forms (formerly the C-Form 368).

Non-Affiliate Reimbursements

Non-affiliate reimbursements are currently under review and further direction will be provided shortly. Until that time non-affiliate reimbursements can be processed using the same procurement/disbursement methods used today, which include non-affiliate travel expense reimbursement processed on a C-1 form (and any related forms) through the Disbursements/AP group, or non-affiliate invoices including fees and travel expenses processed either via a Purchase Order or on a C-Form 368 charging the same service object code for fees and travel.

List of Future AP Disbursements to Employees/Students

With the following exceptions, all non-reimbursement payments to employees should be made through Payroll’s Additional Pay (e.g., work performed/assignments within another Penn School/Center). BEN payments to employees or students will be made by check with EFT no longer available.

Human Subject Payments –
- Petty cash is the preferred method for payments of $100 or less.
- The Purchasing Card should be the sole method for purchasing human subject gift cards.
- Should these payments to individuals exceed $600, the petty cash and gift card disbursement details must be submitted to the Disbursements team (joycers@upenn.edu and michelel@upenn.edu) using the reporting worksheet (http://www.finance.upenn.edu/comptroller/Forms/#Accounts_Payable), along with their W-9’s, either at the end of a study or the end of the calendar year.
- Individuals receiving single human subject payments for more than $100 must be set up and paid from BEN using a C-Form 368 and W-9.
- Advances for the purchase of gift cards will no longer be permitted.
- Advances to employees for human subject cash payments should be limited.

Refunds - Any University refunds due to employees will be paid from BEN.

Rewards – Will be reviewed on a case-by-case basis.

Royalties - Any University royalty payments due to employees will be paid from BEN.

Rents - Any University rent payments due to employees will be paid from BEN.

Books – When employee is the author.

Vendor-Like Services – Examples include photography, playing of music, etc.

Please contact Mike Popko (mppopko@upenn.edu or 215-898-1443) if you have any questions.

The Bottom Line ‘August’ Quiz Questions

1. Name three reasons a Travel Expense Report is rejected.
2. If I am an Approver, where can I set an Approver Delegate when I am out of the office?
3. Name two benefits of the Penn Travel Card?
4. Who is your TEM Advisory Group representative?
5. Which card should I use for lodging, ground transportation, reimbursable meals and/or airfare?

Instructions: To participate in the contest, please submit your answers to the questions above, found in this issue of The Bottom Line, via email to training@exchange.upenn.edu no later than September 30, 2013.

The Winner will receive a gift certificate for two to the University Club!