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Subject: Location of Services – changes to BEN Buys (Req & PO) and Penn Marketplace (Non-PO Payment Requests)
Date: Tuesday, January 16, 2024 8:34:00 AM

The following message is sent on behalf of the Office of Corporate Tax, Compliance, and Payroll

This message is intended for anyone procuring or paying service suppliers.

To ensure compliance with many states requiring tax withholding for services performed in state by non-residents, beginning Tuesday, January 16, 2024, the location of service is a required field for all service Requisitions, Purchase Orders, and Non-PO Payment Requests.

BEN Buys:

The requisition and purchase order processes have changed to require the location for all requisitions and purchase orders that have a “services” object code. Service categories have been mapped to their respective service object codes in BEN Financials. If the service is rendered in multiple locations, the location where the predominance of services are to be provided by the supplier should be entered when creating the Requisition.

A notification will appear on the PO sent to the supplier that:

Some states require withholding for nonresidents; the predominant location services are provided is: <STATE>. If Location of Service is incorrect, please email the Buyer to request an update: <Buyer email>.

Note: If notified by the supplier that the location of services is incorrect, the Buyer can run the “Penn: Update where Supplier will Render Services for the PO” report in BEN Financials in the PO Manager responsibility to update the location of services.

Additionally, purchase order change orders created on or after January 16, 2024, require the location of services be added, even if the original purchase order was created prior to January 16.

For requisitions and purchase orders in process on January 12, 2024, refer to the “[State Tax Withholding: What to expect with ‘In Process’ Requisitions and Purchase Orders](#)” BEN Helps article.

Penn Marketplace:

A Notification message indicating the predominant location of services must be entered will appear and remain on all Non-PO Payment Requests until the Additional Information (part 4) of the Non-PO Payment Request is completed. The location of service is required for all Non-

PO Payment Requests that are considered a service (Honoraria, Legal, Limited Engagement, etc).

If you have any questions, please submit a ticket to [BEN Helps](#) or call 215-746-HELP (215-746-4357).

The Penn Employee Solution Center is now available to help with your HR/payroll questions. Knowledgeable Solution Center Specialists are available Monday through Friday, during business hours, to answer your questions. The number to call is 215-898-7372 or you may send an email to solutioncenter@upenn.edu.