

From: [Silverman, Celestine](#)
To: [Sr BA Schools & Centers](#); [Sr BA Central Administration](#)
Subject: FYI: Concur Travel Reminder Email Error and Resolution CORRECTION
Date: Monday, May 12, 2025 10:10:00 AM
Importance: High

Hi all,

Sorry there was a typo below on the date (May 5, 2025). Please see the version below with the correction. Thank you!

Best,
Kat

FYI: Concur Travel Reminder Email Error and Resolution

As shared in our earlier communication - [Concur System Changes for Submitters & Approvers - Effective May 12, 2025](#) - several Concur updates were implemented on May 5, 2025, including new email reminders. The details about these new email reminders can be found here: [Email Reminder Updates](#).

However, one of the email reminders was sent out by mistake. It was incorrectly triggered for past expense reports that included a trip begin and trip end date - even if those reports were already submitted and paid.

This email reminder was only intended for expense reports that meet all of the following conditions:

1. The expense report was related to travel (Domestic, International or Local)
2. The expense report had a trip begin and trip end date entered on the report header
3. The expense report was NOT YET SUBMITTED

If you received this email reminder about expense reports that have already been approved and paid, please disregard it. We are fixing the logic behind this email reminder to prevent this from happening again.

Our Ask of You: We are sending this message to Senior BA, the ABA, Procurement Council, TAG Admin, and Concur Opt-In listservs. Please disseminate this within your School or Center to anyone relevant who may not have received this notification.

Thank you for your patience and understanding. If you have additional questions, please review the [BEN Helps Solution Article](#) about this error and submit your question via [BEN Helps](#).