Travel & Expense (T&E) refers to the policies, procedures and systems used for initiating, managing and supporting the necessary travel and business hosting needs of the University. At the SSC, the Travel & Expense team will provide employee expense report creation services using Concur.

**HOW TO REQUEST SERVICE**

**Expense Report Creation:**
1. Email us at ExpenseReports@umich.edu
2. Include in your email subject: “PCard” and/or “Reimbursement” as well as identifying information that will help distinguish this request from others
3. Attach receipts and/or supporting documentation
4. Include the ShortCode and Business Purpose

**Additional Tips:**
1. **For PCard expenses:** email receipts/information as expenses are incurred or at a minimum, before the 8th business day before the end of the month (e.g., for April 2015, provide this information by April 21st).
2. **If an approver or auditor sends back a report** and you want SSC assistance correcting the report, email ExpenseReports@umich.edu to request help.
3. **If you put a receipt in the Concur Receipt Store,** the SSC will not know it’s there unless you email ExpenseReports@umich.edu.
4. **Copy ExpenseReports@umich.edu on all emails to receipts@concur.com.** Be sure to include the ShortCode and business purpose in the email or on the receipt.

**HOW TO CONTACT US**

<table>
<thead>
<tr>
<th>PHONE</th>
<th>EMAIL</th>
<th>eFORMS</th>
<th>WEBSITE INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td>734-615-2000</td>
<td><a href="mailto:ExpenseReports@umich.edu">ExpenseReports@umich.edu</a></td>
<td>Travel &amp; Expense Report Creation Information on the SSC website</td>
<td></td>
</tr>
</tbody>
</table>

**TIPS TO EXPEDITE SERVICE**

- Receipt dates, amounts, names and locations must be visible and legible. Do not tape over information nor highlight information on thermal receipts.
- **If you scan a receipt directly from a printer** to ExpenseReports@umich.edu, put your uniqname on the receipt or on a coversheet accompanying the receipt.
- **If you email receipts related to the same report in separate emails**, include the content of the first email. EXAMPLE: “I will be sending 10 receipts for the 2015 Concur conference expense report. Receipt 1/10.” Subsequent emails, “2/10,” “3/10” etc. and indicate when you are sending the final email. EXAMPLE: “This is the last receipt I will send for the 2015 Concur conference expense report.”
- Reply to your original email with additional information about the same report. This will keep all elements of the exchange in a single Gmail conversation/thread and will keep all elements of the exchange in a single case for the SSC.
- When sending a new report request, do not reply through previous email.
- Do not send expense report requests to sharedservices@umich.edu. This will delay processing your request as it will go through a triage process.
- Do not email a service request directly to a specific SSC T&E staff member. This will delay processing your request as it will be forwarded to ExpenseReports@umich.edu.

**ADDITIONAL RESOURCES & HELP**

**QUICKLINKS:**
Employee Travel/Expense Cover Page
Employee Hosting Report
Employee Other Expenses Report